

FALL/WINTER UPDATE 2022



INSURANCE COUNCIL
OF MANITOBA

CELEBRATING
30 YEARS!

ICM REPORT

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ICM Continues to Offer Exams In-Person

The Insurance Council of Manitoba (ICM) continues to offer in-person examinations located at Suite 466 – 167 Lombard Avenue in Winnipeg, Manitoba.



Frequency: Twice per week (typically Tuesday's and Thursday's)

Cost:

- **First write for all examination modules:** \$110.00 total (not per module)
- **Rewrites:** \$110.00 per calendar day (for example, if you choose to rewrite your Life Insurance module and Segregated Funds and Annuities module on one day and your Ethics module on another day, the cost would be \$220.00)

Benefits of Writing the Examination at the ICM Office:

- **Minimal Technology Issues:** When attempting to write an examination remotely, the applicant may run into technology issues with their internet, power or having a space that is suitable for the online examination proctor. ICM mitigates this by ensuring that the examination room is consistently suitable for applicants, and monitors our internet regularly to ensure the speed is appropriate for the use of the tablets during the examination. The examination is also completed on a paper bubble-sheet, therefore, removing any issue with utilizing the online platform.
- **Minimal Distractions:** The ICM makes every attempt to mitigate distractions within the examination room including surrounding noises. This enables the applicant's focus to remain solely on the examination itself.

Currently, the ICM's schedule for in-person examinations is as follows:

<u>Time</u>	<u>Examination Module</u>	<u>Number of Questions</u>	<u>Duration</u>
9:00am - 10:15am	Life Insurance	30	75 minutes
10:30am - 11:45am	Accident and Sickness Insurance	30	75 minutes
12:15pm - 1:30pm	Segregated Funds and Annuities	30	75 minutes
1:45pm - 3:00pm	Ethics and Professional Practice	20	75 minutes

Please refer to the [User Guide - Online Examination Registration](#) for assistance with registering for an exam.



Current Industry Council Members:

Life Council

Kayla Harold (**Chairperson**) (licensed Agent)

Craig Shanks (**Vice-Chairperson**) (public representative; licensed Adjuster)

Andy Anderson (licensed Agent)

Carole Urias (licensed Agent)

Lisa Churchward (public representative)

Jean-Paul Craft (licensed Agent)

Monica Bazan (licensed Agent)

Jocelyne Prefontaine (company representative)

General Council

Cindy Cassils (**Chairperson**) (licensed Agent)

Lyndon Friesen (**Vice-Chairperson**) (company representative)

Irwin Kumka (licensed Agent)

Keith Phillips (licensed Agent)

Elenor Nowosad (licensed Agent)

Justin Schinkel (public representative)

Frederick Dobchuk (licensed Agent)

Jim Magnan (licensed Adjuster)

Manitoba Council

Cindy Cassils (**Chairperson**)

Kayla Harold (**Vice-Chairperson**)

Lyndon Friesen

Craig Shanks

Irwin Kumka

Andy Anderson



ICM says Good-Bye and Thank You to Council Members

Carol-Ann Borody-Siemens began her Council Member appointment on December 23, 2015 with the Life Insurance Council and not long after became a member of the Manitoba Council. Carol-Ann's areas of expertise did not stop at life insurance products, but extended to small business operations, all areas of financial products, property and casualty products, and beyond. Carol-Ann brought a fresh perspective to the Councils and moved the ICM into a new direction. We thank her for all of her efforts and successes over the past 6½ years and wish her all the best in her new adventures!

Grant Rerie served on 3 different Councils (Insurance Adjusters Council, Manitoba Council, and General Insurance Council) at the ICM between 2013 and 2022. We wish to extend our utmost and sincerest THANKS for his dedication and commitment during his service on the three councils. Grant brought his A-game each and every meeting he attended, and Council was very lucky to have his vast knowledge in his area of expertise (adjusting). We wish him well!

Sofie Bruce served on the Life Insurance Council for just over 2 years, and was a valuable member of the Council during her time. We wish to thank her for her service on Council, and wish her the best of luck for the future.

Lynn Rempel was a great contributor to the General Insurance Council for 4½ years and will be dearly missed at the table. Her expertise in the broker world and bringing this expertise to Council's table will be large shoes to fill. Thank you Lynn for your contributions!

ICM Welcomes New Council Members

ICM is pleased to welcome our new Council Members as follows:

1. **Monica Bazan**, representing the life agents on the Life Insurance Council;
2. **James (Jim) Magnan**, representing the insurance adjusters on the General Insurance Council; and
3. **Jocelyne Prefontaine**, representing the insurance companies on the Life Insurance Council.

Transition within the ICM Office

Welcome Edna and Qazi to the ICM team!

Edna Chatziioannidis joined the Insurance Council of Manitoba on March 1, 2022 as the ICM's Administrative Assistant. Edna has extensive administrative experience, and has a Bachelor of Science in Computer Science. She is a very reliable, hardworking and responsible person, and has added great value to the ICM team and the two departments that she works within.

We are pleased to welcome **Qazi Hoq** who joined the Insurance Council of Manitoba on July 20, 2022 as an additional Licensing Officer. Qazi brings over 6-years of customer service experience, and an energy that has been a wonderful addition to the already energetic team.

How to Apply to become an Industry Council Member with the Insurance Council of Manitoba

The Government of Manitoba makes appointments to a number of agencies, boards and commissions (ABCs), including the Life Insurance Council and General Insurance Council of the Insurance Council of Manitoba (ICM). These are entities established by government to carry out a range of functions and services.

If you or someone you know may be interested in applying to become a member of the Life Insurance Council or General Insurance Council, the ABCs has detailed information available on their website at [Province of Manitoba | Agencies, Boards and Commissions \(gov.mb.ca\)](https://www.gov.mb.ca/agencies-boards-commissions/) which outlines the following:

- *Who can apply or be nominated for an appointment?*
- *How do I apply or nominate someone?*
- *What happens after I apply or nominate someone?*
- *What is the process for appointments?*
- *Terms of Office*
- *Training*

Why Apply to Join Council: Not only do Council members ensure there is accountability within the Insurance Council and among insurance intermediaries for adequate public protection, but they also gain valuable experience in this role. Benefits of council membership include but are not limited to professional development, networking, and gaining exposure and insight into how regulatory organizations are run.

Specific information on the Insurance Council, under the Minister of Finance, can be found on the ABCs website [here](#). Inquiries related to a specific board should be directed to the office of the [Cabinet Minister](#) responsible for the Agency, Board or Commission.

Did You Know...



The ICM has helpful information such as **User Guides, Policies** and **Frequently Asked Questions (FAQs)** available to promptly assist you to ensure you receive the quickest assistance available. This information includes the following:

User Guides:

- [User Guide for Address Changes, including email address changes](#)
- [User Guide for Entry of E&O](#)
- [User Guide for Reinstatement of Licence\(s\) following Disqualification due to E&O](#)
- [User Guide for Instructions to enter your continuing education credits](#)
- [User Guide to Amend a Licence](#)
- [User Guide to Reinstate a Licence](#)
- [User Guide for NEW Applicants or those applying for a SUPPLEMENTARY Licence](#)

For additional User Guides, please click [here](#).

Policies:

- [Policy on Alleged Cheating](#)
- [Policy on Referral Fees](#)
- [Policy on Sharing a Commission](#)

Frequently Asked Questions:

- Compliance – [Frequently Asked Questions](#)
- Continuing Education (CE) – [CE FAQ's](#)

Communication from the ICM

The ICM office communicates all information via email, using the primary email address listed on file for each stakeholder. In order for stakeholders to ensure they receive emails, they must ensure their email address is kept current **at all times** in the online portal.

Communications from the ICM are sent from one of the below email addresses:

- licensing@icm.mb.ca
- InsuranceCouncilofManitoba@icm.mb.ca

Please whitelist (safe list) these addresses to ensure that ICM emails are not blocked or directed to your junk email, making certain that you receive important notifications from the ICM. Please note that these email boxes are not monitored for responses as noted in the email messages from the ICM.

If stakeholders wish to contact the ICM, emails must be directed to contactus@icm.mb.ca to receive a response.

Reporting Offside Behaviour

The Insurance Council of Manitoba (ICM) is a delegated authority of the Superintendent of Insurance and as such has the authority to conduct investigations as outlined in Regulation 227/91. The ICM may investigate the actions and/or conduct of insurance agents (Life, Accident and Sickness, General, Hail and Restricted Insurance Agents), as well as, Independent and Hail Adjusters in response to a complaint, and to come to a determination as to whether there has been a breach of any of the provisions of *The Insurance Act* of Manitoba (the “Act”), its Regulations, the Licensing Rules or the Council’s Codes of Conduct.

Complaints can be generated from different sources including a member of the public, another licence holder, or an external regulator.

Complaints from outside sources must be made in writing, and it is recommended that the Complainant use the complaint form located on ICM’s website [here](#) to ensure that all pertinent information is disclosed.

In addition to written complaints, the ICM can initiate an investigation in response to information:

- identified in an application;
- posted to a public domain;
- provided by an intermediary (e.g. notifying the ICM of the licence holder’s lapse/cancellation of the required Professional Liability (E&O) insurance); and more.

Agents shall assist in maintaining the integrity of the profession and shall attempt to persuade and assist any member of the public to report any facts to the ICM which may constitute an act of misconduct; however, in all cases, such a report must be made in good faith, without malice or ulterior motive.

Learn Your Code of Conduct

To help licence holders understand their obligations, Council has developed Code of Conduct quizzes available on the ICM website: <https://www.icm.mb.ca/compliance-and-enforcement>. Licensees may take an online quiz, and once completed, they will qualify for a full hour of continuing education credit.

Reporting of Additional Occupations to ICM

The engagement in a new additional occupation is considered a material change and must be reported to the ICM via email to contactus@icm.mb.ca within **fifteen (15) days of the material change occurring**.

Statistics collected during renewal, in April and May 2022, showed that 198 licensees disclosed an additional occupation unknown to the ICM which disrupted their ability to renew, causing a delay in their renewal.

Licensees should not be waiting until their annual renewal to notify the ICM that they have an additional occupation to report. Specific occupations require review and approval by industry Council(s) and may delay the renewal process significantly, potentially resulting in a licence not being renewed prior to the expiry date.

Council considers a material change to include **any** material fact which may influence Council to amend or review a licence holders’ licence, and these changes must be reported to the ICM within fifteen (15) days.

For further details, please refer to the information specific to Material Changes on the ICM website at [Material Changes - When to Disclose them to the ICM](#).

Successful Completion of Annual CE Audits

The ICM performs Continuing Education (CE) audits to ensure your annual educational requirements have been met, which is a mandatory requirement per the *Licensing Rules* ensuring your licence(s) can be renewed.

The audit is performed to verify the certificates of attendance have been entered correctly and match the information on the portal (such as CE course number, date completed, name of attendee, course title, and number of credit hours received).

A summary of the 148 audits completed for the insurance classes of Life, Accident & Sickness, General, and Adjusters, which were conducted during the 2019/2020, 2020/2021 and 2021/2022 licensing years determined that the most common concern was that stakeholders incorrectly reported the date the course was completed, which did not equate to dishonesty, as the course had been completed within the licensing period audited.

The ICM would like to congratulate all licence holders who were randomly audited and is pleased to advise that the audits were completed with a 100% success rate.

Did you know...

- Audits are completed randomly and based on licence holders that are required to fulfil CE in Manitoba?
- The ICM offers one-hour Code of Conduct Quizzes, which upon successful completion provides the licence holder with one credit hour? These quizzes can be repeated annually. To access these quizzes, please view the following [link](#).
- Stakeholders can log into the [On-line Portal](#) anytime throughout the licence year to report credit hours and verify their remaining educational requirements?

Please view the following link for further details on the CE [Requirements and Definitions](#).

As a reminder, although ICM conducts audits following renewal each year, as part of our mandate to protect the public, ICM may select licensees for audit any time outside of the audit period.

BACK IN THE YEAR

1992

Did you know that 30-years ago, the first members of the Industry Councils (General, Life & Adjusters) were appointed by the Minister of Consumer & Corporate Affairs? The Manitoba Council, which acts as the administrative oversight body, was also established, then consisting of two members from each of the Councils. The Councils were delegated the authority by the Superintendent of Insurance to licence insurance agents and adjusters, and were also delegated the authority to discipline licensees.

Historical occurrences in that same year of 1992 include:

- CD's surpassed cassette tapes as the preferred medium for recorded music
- Dr. Roberta Bondar becomes the first Canadian woman and the first neurologist in space
- 60 Minutes was the most popular TV show and Aladdin was the most popular film
- The Toronto Blue Jays won the World Series and the Pittsburgh Penguins clinched the Stanley Cup
- Cartoon Cable Network premieres
- Selena Gomez, Miley Cyrus, Nick Jonas, Aaron Judge, Taylor Lautner, Carson Wentz, & Teddy Bridgewater were all born
- Hit Shows include: Cheers, Full House, Unsolved Mysteries, and Murder, She Wrote