



The Insurance Council of Manitoba

2011 Annual Report



Mary Anne Rudy "Dynamic Potential"

CONTENTS

Letter of Transmittal.....	3
Mission and Mandate.....	4
Vision and Values	5
Organizational Profile	6
Insurance Council of Manitoba Staff.....	7
Members of the Councils 2010/2011.....	8
Chairperson's Message - Administrative Council	9
Chairperson's Message - Life Council	10
Chairperson's Message - General Council	11
Chairperson's Message - Adjusters Council.....	12
Executive Director's Message.....	13
Active Licenses.....	16
Examination Statistics	17
Complaint Statistics	18
Disciplinary Decisions	19
Audited Financial Statements	20



May 31, 2011

Mr. Jim Scalena
Superintendent of Financial Institutions
Financial Institutions Regulations Branch
1115 – 405 Broadway
Winnipeg, Manitoba
R3C 3L6

Dear Mr. Scalena:

I have the honour to submit, pursuant to Regulation 227/91 of *The Insurance Act* of Manitoba, the Annual Report for the Insurance Council of Manitoba.

This report, which covers the period from April 1, 2010 until March 31, 2011, provides an account of our main activities and a summary of our operations for the year, and includes the audited Financial Statements of the Council.

Respectfully submitted,

A handwritten signature in blue ink, which appears to read "Erin Pearson", is written over a horizontal line.

Erin Pearson
Executive Director
Insurance Council of Manitoba

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What we do

Why we do it

MISSION

The INSURANCE COUNCIL OF MANITOBA is committed to serving and protecting the public by regulating licensees under *The Insurance Act* of Manitoba and by ensuring that licensees act within a professional framework which promotes fair and ethical conduct, integrity and competence.

MANDATE

The mandate of the Council is to act in the public interest to protect Manitoba consumers of insurance products, and to regulate agents, brokers and adjusters to ensure adequate standards are maintained for public protection.

Who we are

What we stand for

VISION

The vision of the INSURANCE COUNCIL OF MANITOBA is to be recognized as an organization that provides superior consumer protection through proactive leadership within a regulatory framework and increased harmonization of insurance regulation.

VALUES

The INSURANCE COUNCIL OF MANITOBA has developed a set of core fundamental values which include:

- | | |
|------------------|-------------------|
| * Integrity | * Accessibility |
| * Accountability | * Respect |
| * responsiveness | * Professionalism |
| * Cooperation | * Education |

ORGANIZATIONAL PROFILE

The INSURANCE COUNCIL OF MANITOBA (Council) is responsible for administering and enforcing *The Insurance Act* of Manitoba, the regulations under the *Act* and the licensing rules as they relate to agents, brokers and adjusters.

LEGISLATIVE AUTHORITY

Council was established by Regulation 227/91 through delegated authority of the Superintendent of Insurance. The Superintendent is authorized to delegate to Council all or any of the powers, functions and duties that the Superintendent has under the *Act* and the regulations.

The Insurance Act of Manitoba allows for Council through its delegation:

- * The power to issue or refuse a licence
- * The power to attach limitations or conditions to a licence.
- * The power to cancel or suspend a licence
- * The power to fine or assess costs
- * The power to carry out investigations

In addition, each Council may make rules for its own procedure; may prescribe the educational and other standards for agents, brokers and adjusters; may initiate and engage in programs of consumer protection; may make recommendations to the Minister; may establish ethical, operational and trade practices for agents, brokers and adjusters.

At March 31, 2011, there were over 9,200 licenses in force in three (3) separate disciplines:

- * Life Insurance, including Accident & Sickness Insurance
- * General Insurance
- * Insurance Adjusters

Administration

The Insurance Council of Manitoba is the administrative arm of the Life Insurance Council, the General Insurance Council, and the Insurance Adjusters Council of Manitoba. The Council staff carries out the administrative function of the industry Councils, which includes administering examinations for applications for a licence, the issuance of licenses, investigation of complaints and the implementation of disciplinary decision of the Councils.



Back row (left to right) Colleen Davey, Brenda Knight, Stacey Aubrey, April Bergman and Jessica Haywood

Front row (left to right) Sandi Saluk, Erin Pearson, Heather Winters

MEMBERS OF THE COUNCIL 2010 / 2011

Life Insurance Council

Name	Position	Representing
Donna Winstone	Chairperson	Public
Nelson Hoe	Vice-Chairperson	Life Agents
Joan Miles	Member	Public
Emmie Joaquin	Member	Life Agents
Nancy Streuber	Member	Life Agents
Paul Brett	Member	Public
Jim Wilson	Member	Life Agents

General Insurance Council

Name	Position	Representing
Cheryl Madden	Chairperson	Insurance Companies
Rosemary Henderson	Vice-Chairperson	General Agents
Judy Bertrand	Member	General Agents
Wendy Gilroy	Member	General Agents
Donald Storjord	Member	Public
Janine Oliver	Member	Public
Keith Jordan	Member	General Agents

Insurance Adjusters Council

Name	Position	Representing
Elaine McCracken	Chairperson	Insurance Adjusters
James Magnan	Vice-Chairperson	Insurance Adjusters
Jacqueline Desrochers	Member	Insurance Adjusters
Ron Tardiff	Member	Public
Fred Dixon	Member	Insurance Adjusters
Shelley Werner	Member	Public

Administrative Council of Manitoba (Manitoba Council)

Name	Position	Representing
Elaine McCracken	Chairperson	Adjusters Council
Donna Winstone	Vice-Chairperson	Life Council
Cheryl Madden	Member	General Council
Rosemary Henderson	Member	General Council
James Magnan	Member	Adjusters Council
Nelson Hoe	Member	Life Council

The Manitoba Council is composed of two (2) members appointed by each of the aforementioned industry Councils

ADMINISTRATIVE COUNCIL

From the Chairperson



The 2010-2011 term has been filled with changes and learning opportunities for the Administrative Council. Nelson Hoe, from the Life Council, joined the Administrative Council early in the term, replacing Bonnie Radcliffe. Nelson has brought his thoughtful consideration to each discussion, as we all became proficient in the details related to office renovations and expansion of IT infrastructure.

An adjacent space became available for the ICM office resulting in a major renovation and expansion over the course of several months. The new space was completed in the Fall of 2010, and the ICM hosted a holiday reception in the office in December, 2010. Although the renovation and expansion was a major undertaking, we determined this was better and less disturbing than moving the office to a new location in order to obtain additional space necessary to allow ICM to respond to growing requirements. Strategic Plan items include increased visibility for the Insurance Council of Manitoba. It was determined that being able to retain our current location helps to maintain stability of access for the public and the stakeholders. The new space provides increased security for staff and confidential documents. In addition, we were able to create an appropriate environment for the new servers and other related equipment deemed necessary to support the expansion of the IT infrastructure.

The first phase of the Licence Management System (LMS) was released in February. The second phase is underway and expected to be complete by June, 2012. All the members of the Administrative Council were called upon to increase their knowledge and understanding related to system upgrades, software purchases, and system integration in order to make informed decisions during this challenging period. A note of appreciation needs to be extended to our Executive Director, Erin Pearson, and the entire staff of the ICM office. Staff of the ICM office has taken on additional responsibilities in order to ensure smooth transitions related to both the physical office transformation and the virtual IT infrastructure expansion. Their professionalism and tireless enthusiasm is truly appreciated.

Members of the Administrative Council have attended seminars put on by the Crown Corporations Council on "Governance". We are advised that more seminar opportunities will be forthcoming. These opportunities are greatly appreciated in order to ensure we all have the skills and knowledge necessary to fulfill our duties as appointed by the Minister.

At every meeting, the Administrative Council takes the opportunity to review Strategic Plan items in an effort to be proactive in fulfilling our mandate. As provided by legislation, the Administrative Council is charged with the general administration of the insurance councils, and has the responsibility to initiate and engage in programs of consumer protection. With the expansion and renovation of the ICM office, we have created a welcoming and professional physical environment for consumers and stakeholders to obtain information or assistance they require. The expanded IT Infrastructure is expected to provide that same welcoming and professional environment in the virtual realm, to ensure licensing functions and continuing education requirements are easily accessible for stakeholders, while ensuring information availability to consumers.

Providing protection to the consumer is the foundation of the Insurance Council of Manitoba, and we continue our efforts to ensure that the tools and required services are available to consumers and stakeholders. A new planning session is anticipated for Fall, 2011 in order to review what has been achieved and look to the future. We anticipate there will be ongoing challenges; however, we are well positioned to respond and achieve our mandate going forward.

Respectfully submitted,

Elaine McCracken

Elaine McCracken, CIP CRM

LIFE COUNCIL

From the Chairperson



As Chair of the Life Insurance Council of Manitoba it is my pleasure to summarize our 2010/2011 year.

As always there have been changes in our Council over the year. We had 3 new members appointed to the Council this year. Nancy Streuber and Jim Wilson are from the insurance industry. Their years of experience and their expertise in the insurance field is a very welcome addition. Paul Brett has also been appointed and represents the public. With his legal background, he has been a very big help in making our decisions. With Nelson Hoe, Joan Miles, Emmie Joaquin and myself making up the rest of the Council we are within our mandated number of 6-9 members.

The number of licensees continues to rise in the insurance industry as it is now 5,357 as compared to 5,156 from last year. During the 2010/2011 fiscal year 48 complaints were received, which is a decrease from the 69 reviewed last year. In considering these complaints we found 7 agents in violation of *The Insurance Act* of Manitoba or the Life Insurance and Accident and Sickness Agent's Code of Conduct which resulted in two licence suspensions with fines and costs assessed, and 5 fines with costs assessed. The balance of complaints was either unsubstantiated or resulted in letters of caution issued to the licensee. The disciplinary matters included replacement of insurance, failure to comply with mandatory continuing education credits, misrepresentation, fronting and unlicensed activity.

Continuing on with our Strategic Plan that was developed for 2009 – 2012, our priorities were the following:

The Life Council approved a mandatory fraud element be included in errors and omissions cover. This requirement came in to effect June 1, 2010.

The committee of Donna Winstone (Chair), Don Manson and Jim Wilson finalized guidelines with respect to the sale of segregated funds. The Guidance Notes to Licensees – Individual Variable Insurance Contracts were approved by the Life Council, and help to establish a Council standard of expectation for licensees who provide services in this segment of the market.

Once a full complement of members was appointed to the Life Insurance Council, the Incidental Sale of Insurance committee was reconvened and five members of the Life Council participated. Paul Brett, Nancy Streuber, Nelson Hoe, Emmie Joaquin and Joan Miles have all put in very long hours reviewing this complex matter. Following consideration of the issues, the existing frameworks in Alberta and Saskatchewan and both written and in person stakeholder consultations, the Committee is in the last stages of finalizing its recommendations to the Government for the establishment of a regulatory framework in Manitoba.

Heather Winters continues to excel in her role as investigator and brings her considerable knowledge to the table on each of the disciplinary matters. The Life Insurance Council of Manitoba is looking forward to the addition of a new investigator dedicated to life and accident and sickness issues in the New Year.

Erin Pearson, as Executive Director along with her dedicated staff continues to ensure that The Insurance Council of Manitoba is running smoothly and effectively at all times.

As always, Staff and Council members are committed to Manitobans so that they are offered the best possible advice on their insurance products which are so important to protect themselves and their families.

Respectfully submitted,

Donna Winstone

Donna Winstone, CLU, CHFC

GENERAL COUNCIL

From the Chairperson



It has been another busy year at the General Council of Manitoba. We were very pleased to welcome Keith Jordan to the General Council. Keith brings a wealth of knowledge and experience to the Council. My thanks and gratitude also goes out to the rest of our members, Rosemary Henderson, Judy Bertrand, Wendy Gilroy, Janine Oliver and Donald Storjord. The public is very well served by the care and consideration they bring to each and every meeting as they carry out their responsibilities. We are very pleased that we now have seven members which continues to build the strength of the General Council.

As of March 31st, 2011, there were 3713 active general licenses compared to 3401 the previous year. There were 21 complaints against general brokers; down from 41 the year prior. All of these complaints were thoroughly investigated. There were 3 disciplinary actions taken as a result; one licensee was found unsuitable for licensing; two licensees were assessed fines and costs; one matter carried over from the prior fiscal year was appealed to the Insurance Agents' and Adjusters' Licensing Appeal Board. The decision of the General Council was maintained and additional costs were imposed.

We also are grateful for the assistance of Michael Richards, our outside legal counsel, who continues to provide us with guidance as we carefully consider all relevant legal issues.

The General Council met regularly over the course of the year and in addition to the disciplinary matters before us, discussed many important topics. Some of the issues that were reviewed included:

1. Continued review of licensing and policy matters
2. Introduction of a requirement for fraud as a mandatory element of errors and omissions insurance
3. Review of the Incidental Sale of Insurance (ISI) – Janine Oliver, Keith Jordan and Cheryl Madden participated on this committee which is currently finalizing recommendations to the government with respect to a regulatory framework

The contributions of general insurance brokers and industry, including the Insurance Brokers Association of Manitoba and stakeholders of the ISI initiative were carefully considered by the General Insurance Council and are gratefully acknowledged.

The General Council, along with all councils, continues to review the strategic plans for 2009 – 2012. The action plans arising from this strategic plan are reviewed at meetings throughout the year to ensure that the objectives and goals that have been set out are achieved and/or re-evaluated as required.

The General Council and the general public continue to benefit from Erin's strong leadership skills and our appreciation goes out to Erin and her entire team for all of their hard work during a very busy year.

Respectfully submitted,

Cheryl Madden

Cheryl Madden, CIP

ADJUSTERS COUNCIL

From the Chairperson



The Adjusters Council is charged with ensuring that Insurance Adjusters in the Province of Manitoba are appropriately trained, educated, and licensed to ensure consumers are provided with the professional and skilled conduct to which they are entitled. In addition, increasing the visibility of the Insurance Council of Manitoba to consumers remains a focus of our activities. It is our position that consumer protection is increased by providing consumers with knowledge and accessible tools.

The Adjusters Council created a brochure "Working with Your Insurance Adjuster" that has been provided to adjusters as a tool to give consumers information relating to the claims process. This brochure outlines the adjuster's role and provides contact information to the Insurance Council of Manitoba. Our goal is to improve communication between adjusters and consumers to avoid misunderstandings that often lead to consumer concerns and complaints.

Over the last year, the Adjusters Council has reviewed licensing examinations to ensure they are current and appropriate for licensing levels. Some of the exams had outdated information which has now been replaced with up-to-date questions. We continue to review licensing requirements on an ongoing basis to ensure requirements are relevant and current as the insurance industry continues to evolve.

The number of licenses issued for adjusters increased significantly this year growing from 103 last year to 124 licenses issued this year. We expect that this relates to our previous change dissolving the requirement for a resident office which was instituted to reflect other jurisdictions' requirements.

Complaints and Disciplinary Actions remain stable with no change in numbers. Council was called up to respond to six (6) complaints with one (1) resultant Disciplinary Action that resulted in assessment of a fine and costs. It was also deemed necessary to require this adjuster to obtain additional education.

The Adjusters Council has elected to focus on education to achieve its mandate of consumer protection - education of the consumer and education of the licensee. We will continue to review activities and assess opportunities in the hopes of achieving satisfied consumers and stakeholders.

Respectfully submitted,

Elaine McCracken

Elaine McCracken, CIP, CRM

EXECUTIVE DIRECTORS MESSAGE



I am pleased to offer my report for the 2010/2011 year.

This has been a very busy and productive year for the Insurance Council of Manitoba as we move towards the completion of our strategic initiatives as established in the 2009-2011 Strategic Plan.

A number of new Council member appointments were made to the Life and General Insurance Councils in 2010. The Insurance Council of Manitoba was pleased to welcome Nancy Streuber, Paul Brett and Jim Wilson to the Life Insurance Council and Keith Jordan to the General Insurance Council. The Life and General Councils now both include seven members. The Insurance Council of Manitoba is fortunate to have this wealth of knowledge and expertise to draw from, and the accomplishments of the year reflect the benefits of these resources utilized through the ongoing work of the Councils in their regular meetings and special projects completed through committee work.

The Segregated Funds Committee comprised of Donna Winstone, Jim Wilson and Don Manson developed and recommended guidelines for licensees involved in the sale of segregated funds. Following consultation with industry and stakeholders, the "Guidance Notes to Licensees – Individual Variable Insurance Contracts" were approved by the Life Insurance Council of Manitoba, and provide information and guidance to licensees while establishing a Council standard of practice in this segment of the industry.

The Insurance Adjusters Council of Manitoba approved a brochure developed by the Adjuster's Consumer Awareness Committee of Fred Dixon, Jim Magnan and Shelly Werner. This consumer friendly brochure provides consumers with essential information when working with an insurance adjuster and was distributed to licensed insurance adjusters to present to claimants at the onset of a claim. The brochure clarifies the role of an independent adjuster, addresses common questions asked of adjusters during the course of an insurance claim, and provides a record for the consumer of important contact information including the Insurance Council of Manitoba.

A major joint undertaking by the Life and General Insurance Councils of Manitoba was the establishment of the ISI Committee to review the level of regulation that is appropriate for intermediaries involved in the sale of incidental insurance products, to develop a proposed regulatory framework, and to offer recommendations to the government. Chaired by Paul Brett, committee members for the Life and General Insurance Councils included Nelson Hoe, Emmie Joaquin, Nancy Streuber, Joan Miles, Cheryl Madden, Janine Oliver and Keith Jordan. The committee conducted extensive review of existing regimes in Alberta and Saskatchewan, considered comments from stakeholders through both written and in person review, and liaised on a regular basis with the Superintendent of Financial Institutions, Jim Scalena. Following frequent meetings also supported by outside legal counsel Michael Richards, as of March 31, 2011 the Committee is in the final stages of completing its submission for recommendation to the government. These recommendations will closely mirror existing regimes in other Canadian jurisdictions. While the committee has

EXECUTIVE DIRECTOR'S MESSAGE

completed much of its mandate, should their recommendations be approved there is a great deal of work remaining to ensure a proper implementation strategy and the development of an effective administrative support system.

While no changes were introduced to the continuing education requirements for the 2010/2011 year, the Insurance Councils of Manitoba continued to closely monitor compliance with requirements through ongoing audits. While audits of compliance with continuing education requirements remains an important element of regulatory oversight, it is anticipated that this function will become less labour intensive with the increased use of the Continuing Education On-line System.

In February, 2011 the first phase of the Licensing Management System (LMS) was released. This has been a significant project on the part of the Insurance Council of Manitoba and required considerable financial resources and commitment of ICM staff to accomplish. Phase I, which encompasses the process and management of the ICM licensing function, represents improvement to efficiencies and technical and business risks. Phase II, which is currently in process, will improve and enhance reporting capabilities. Continued refinement of this major undertaking is expected in the coming year.

There were a number of organizational changes to the Insurance Council of Manitoba during the 2010/2011 fiscal year. In accordance with an organizational plan adopted in 2010, an additional licensing position was added. The Insurance Council of Manitoba was pleased to welcome Jessica Haywood to the position of Licensing Clerk and Colleen Davey to the position of Receptionist. As of March 31, 2011 an additional investigator to investigate matters involving life and accident and sickness insurance has been hired and is expected to begin in early May, 2011. Heather Winters will continue to be responsible for the investigation of complaints involving property and casualty and insurance adjusting matters. The division of the investigation/compliance function by industry will provide the ICM with the resources to enable a more proactive approach to consumer protection through increased internal expertise, the opportunity to expand interaction with the public and licensees, and to develop and refine a more vigorous compliance environment.

A major renovation of the ICM premises, including an expansion to adjoining vacant space, took place over the summer and fall months of 2010. The renovation/expansion included a reconfiguration of the existing office space, construction of a large meeting room that accommodates most Council meetings and hearings, and replacement of worn and outdated office furniture throughout. The dedicated staff of the Insurance Council of Manitoba continued to operate during this renovation, with only minimal disruption of services to the public and licensees. This renovation and expansion provides a modern and professional environment and meets the existing and anticipated needs of the ICM.

Regulation 173/2008 which took effect December 1, 2008 designated the Insurance Council of Manitoba as a body subject to the Public Interest Disclosure Act. The Insurance Council of Manitoba has been granted an exemption from the obligation to develop procedures to manage disclosures and designate an officer under Sections 5 and 6, however

EXECUTIVE DIRECTOR'S MESSAGE

is obligated to report on any disclosures of wrongdoing that are received. As of March 31, 2011, no disclosures of wrongdoing were received by the Insurance Council of Manitoba.

The Insurance Council of Manitoba continues to remit 44% of all licence and miscellaneous fees and 15% of all examinations fees to the Minister of Finance. 100% of the fines assessed in disciplinary matters are also remitted to the Minister of Finance. In the 2011 fiscal year, fees in the amount of \$675,940 and fines in the amount of \$10,250 were remitted to the Minister of Finance.

A copy of the audited Financial Statements for the year ending March 31, 2011 is included in this report.

Statistical information with respect to licenses, examinations, complaints and disciplinary actions follows this report.

In closing, I wish to take this opportunity to thank the Financial Institutions Regulations Branch, in particular Jim Scalena and J. Scott Moore, for their continued support and the ability to work together in a cooperative manner. Thank you also to industry members and associations for their cooperation, comments, and feedback. My thanks are extended to each and every member of the Insurance Councils of Manitoba for their extraordinary dedication to ensuring consumer protection by establishing and maintaining standards for intermediaries involved in the insurance industry. Finally, the ICM team must be commended for their dedication and professionalism, and rising to any and all challenges presented to ensure the continued high standards of professional public service of the Insurance Council of Manitoba.

Respectfully submitted,

Erin Pearson

Erin Pearson

Executive Director

LICENSES ACTIVE

April 1, 2010 - March 31, 2011

Life Insurance Council		
Life	D/R	647
Life	Agent	2,290
Accident & Sickness	D/R	522
Accident & Sickness	Agent	1,898

TOTAL LIFE INSURANCE COUNCIL LICENSES: 5,357

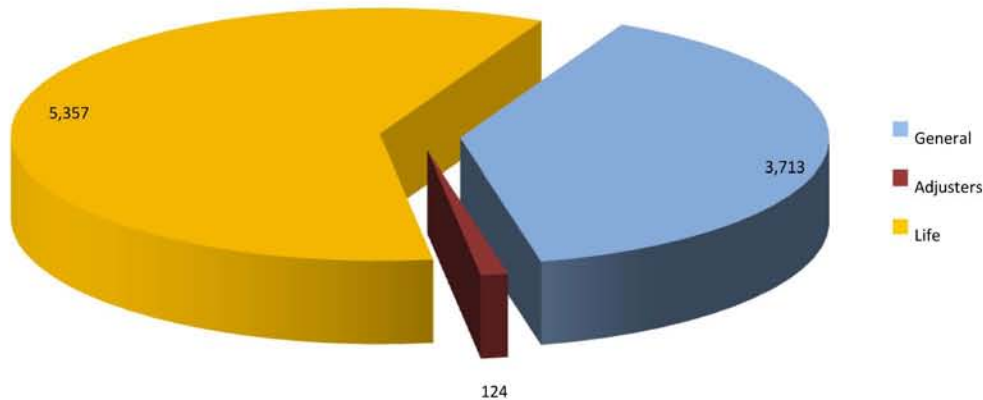
Insurance Adjusters Council		
Adjuster	D/R	27
Adjuster	Independent	73
Adjuster	Assistant	24

TOTAL INSURANCE ADJUSTER LICENSES: 124

General Insurance Council		
General	D/R-Level3	440
Auto Only Broker		117
General Insurance Agent	Level 1	1,542
General Insurance Agent	Level 2	908
General Insurance Agent	Level 3	705
Automobile	Agent	1

TOTAL GENERAL INSURANCE COUNCIL LICENSES: 3,713

Total Licenses - 9,194



Active Licenses at March 31, 2011

Description	2010/2011	2009/2010
Life Agents	2,937	2,853
Accident & Sickness Agents	2,420	2,303
General Agents	3,713	3,401
Agents Total	9,070	8,557
Adjusters	100	82
Assistant Adjusters	24	21
Adjusters Total	124	103
Grand Total	9,194	8,660

EXAMINATION STATISTICS

April 1, 2010 - March 31, 2011

Life Insurance Council			
Full LLQP			
Written	357		
Passed	240	67%	
Failed	117	33%	

General Insurance Council			
All Classes			
Written	29		
Passed	10	34%	
Failed	19	66%	

Insurance Adjusters Council			
All Levels			
Written	16		
Passed	9	56%	
Failed	7	44%	

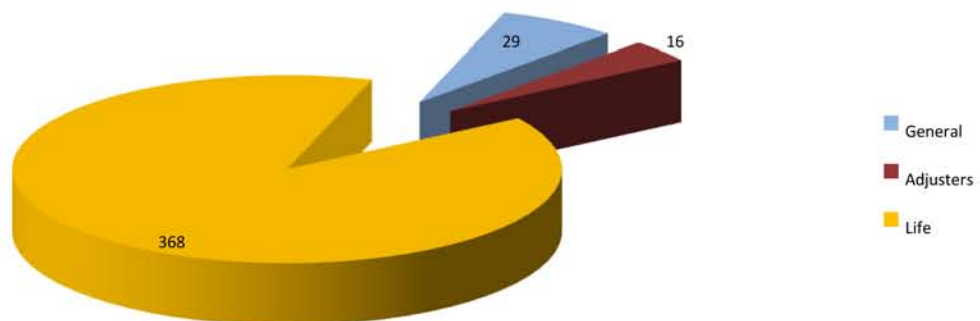
Life Insurance Council			
A&S Portion			
Written	11		
Passed	11	100%	
Failed	0	0%	

TOTAL GENERAL COUNCIL EXAMINATIONS: 29

TOTAL ADJUSTERS COUNCIL EXAMINATIONS: 16

TOTAL LIFE COUNCIL EXAMINATIONS: 368

Total Examinations - 413



Insurance Agent and Adjuster Licensing Examinations

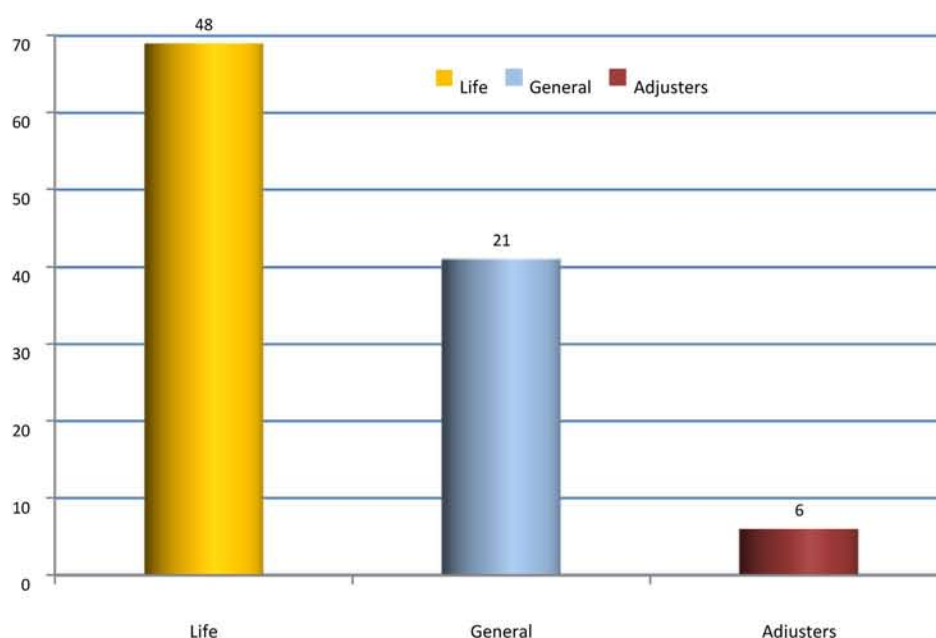
	Written		Passed		Failed	
	2010/2011	2009/2010	2010/2011	2009/2010	2010/2011	2009/2010
Life	357	501	240	314	117	187
Accident & Sickness	11	12	11	11	0	1
General	29	30	10	10	19	20
Agents Total	397	543	261	335	136	208
Adjusters Total	16	22	9	10	7	12
Grand Total	413	565	270	345	143	220

COMPLAINT STATISTICS

April 1, 2010 - March 31, 2011

Total number carried forward from previous year	32
Total number of complaints opened between April 1, 2010 and March 31, 2011	75
Total number of complaints dealt with in 2010/2011	91
Total number of complaints outstanding at March 31, 2011	16

New Complaints Per Council	2011	2010
Life	48	69
General	21	41
Adjusters	6	6



Disciplinary Action Taken

Action	Life	General	Adjusters	Total
Unsuitable for licensing	0	1	0	1
Fines and costs	5	2	1	8
Suspension, fine and costs	2	0	0	2
Grand Total	7	3	1	11

DISCIPLINARY ACTIONS

April 1, 2010 - March 31, 2011

Unsuitable to Hold a Licence

General Insurance Agent	Found unsuitable to hold a licence
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Suspension, Fine and Costs

Life Insurance Agent	Suspended for four weeks, fined \$2,500.00 and assessed costs of \$1,250.00
Life Insurance Agent	Suspended for four weeks, fined \$2,500.00 and assessed costs of \$1,250.00

Fines and Costs

Life Insurance Agent	Fined \$2000.00, assessed costs of \$1000.00
Life Insurance Agent	Fined \$250.00, assessed costs of \$250.00
Life Insurance Agent	Fined \$500.00, assessed costs of \$250.00
*Life Insurance Agent	Fined \$250.00, assessed costs of \$250.00
*Life Insurance Agent	Fined \$250.00, assessed costs of \$250.00
*General Insurance Agent/Broker	Fined \$2,500.00, assessed costs of \$2,500.00
General Insurance Agent/Broker	Fined \$1,000.00, assessed costs of \$1,500.00
Insurance Adjuster	Fined \$750.00, assessed costs of \$750.00

- All fines imposed are payable to the Minister of Finance and are not retained by Council
 - All or part of investigations costs may be assessed and are retained by Council
- *Fine and costs uncollected as of March 31, 2011*

Appeals to the Provincial Licensing Appeal Board

Total Appeals Filed – 1

One matter was appealed to the Insurance Agent's Licensing Appeal Board. Decision of General Insurance Council of Manitoba was upheld by the Board and additional costs assessed. General Insurance agent fined \$1,500.00 and assessed costs of \$1,500.00. The fine & costs are uncollected as of March 31, 2011