

Annual Report

2017



CELEBRATING
25 YEARS

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May 31, 2017

Mr. Jim Scalena, Superintendent
Financial Institutions Regulation Branch
207 – 400 St. Mary Avenue
Winnipeg, Manitoba
R3C 4K5

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, 2016 until March 31, 2017, 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 'Barbara Palace Churchill', is written over a horizontal line.

Barbara Palace Churchill
Executive Director
Insurance Council of Manitoba

/bck

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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 insurance 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 all licensees, agents, brokers, sellers of incidental insurance (ISI) and adjusters to ensure standards are maintained for public protection.

Who we are

What we stand for

VISION

The vision of the INSURANCE COUNCIL OF MANITOBA, working within its Regulatory Framework, is to be recognized as an organization that:

1. Provides excellent consumer protection through proactive leadership;
2. Works toward increased harmonization of insurance regulations; and
3. Establishes a positive relationship with its industry licensees.

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, 2017 there were over 14,998 licenses in force in the following areas of licence classifications:

- * Life Insurance, including Accident & Sickness Insurance
- * General Insurance, including Hail
- * Insurance Adjusters, including Hail
- * Restricted Insurance Agents (RIA's)

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 application for a licence, the issuance of licenses, investigation of complaints and the implementation of disciplinary decisions of the Councils.

Name	Position
Barbara Palace Churchill	Executive Director
Heather Winters	Director, Licensing & Compliance
Lee Roth	Investigator
Stacey Aubrey	Manager, Licensing & Administration
Sandi Saluk	Senior Licensing Officer
Kristin Denkova-Gavranovic	Licensing Officer
Sean Lyon	Licensing Officer
Brenda Knight	Office Administrator
Colleen Davey	Receptionist & Examination Coordinator

MEMBERS OF THE COUNCIL 2016 / 2017

Life Insurance Council

Name	Position	Representing
Richard Fillion	Chairperson	Life Agents
Sonja Doran	Vice-Chairperson	Insurance Companies
Gary McPherson	Member	Public
Bonnie Siemens	Member	Life Agents
Robert Cole	Member	Public
Carol-Ann Borody-Siemens	Member	Life Agents
Paul Brett	Past Member	Public – term expired July 2016
Jim Wilson	Past Member	Life Agents – term expired July 2016
Nancy Streuber	Past Member	Public – term expired July 2016

General Insurance Council

Name	Position	Representing
Jeffrey Coleman	Chairperson	General Agents
Kristopher Moffat	Vice-Chairperson	General Agents
Treena Piasta	Member	Insurance Companies
Wendy Stumpf	Member	General Agents
Harvey Armstrong	Member	Public
Maurice Therrien	Member	Public
Pamela Pyke	Member	General Agents
Peter Tessier	Member	General Agents
Keith Jordan	Past Member	General Agents – term expired July 2016

Insurance Adjusters Council

Name	Position	Representing
Grant Rerie	Chairperson	Insurance Adjusters
Robert Filuk	Vice-Chairperson	Public
Timothy Bromley	Member	Insurance Adjusters
Mark James	Member	Public
David Lind	Member	Insurance Adjusters
Michelle Smith	Member	Public

Manitoba Council

Name	Position	Representing
Jeffrey Coleman	Chairperson	General Council
Sonja Doran	Vice-Chairperson	Life Council
Grant Rerie	Member	Insurance Adjusters Council
Robert Filuk	Member	Insurance Adjusters Council
Richard Fillion	Member	Life Council
Kristopher Moffat	Member	General Council
Keith Jordan	Past Member	General Council – term expired July 2016

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

MANITOBA COUNCIL - From the Chairperson



As Chair of the Manitoba Insurance Council, I am pleased to report on the Council's activities for the year April 1, 2016 to March 31, 2017.

The most significant change this past year was the retirement of Erin Pearson, our former Executive Director. Erin's accomplishments over 20 plus years with the Council were recognized at a retirement reception in the fall of 2016. We certainly appreciate all of Erin's wisdom and counsel during her tenure and it was with regret that we accepted her decision to retire.

However, with Erin's retirement it is my great pleasure to advise that Ms. Barbara Palace

Churchill was brought on board as Executive Director in November 2016. The search committee

had difficult decisions to make from a host of excellent candidates but we were unanimous in our selection of Barbara who came to ICM from the Law Foundation of Manitoba. Barbara's credentials include a law degree as well as a CPA designation. She has served on a number of Boards in various capacities and while not having any direct knowledge of the Insurance Industry, has proven invaluable in the short time she has been with ICM and has shown a great aptitude and ability to pick up the nuances of our industry.

With the Restricted Insurance Agents licence regime now coming to the conclusion of its second year (June 2017), we have a combined "all classes" total of licence holders of 14,998. This is comprised of 8,089 Life licenses, 5,931 General licenses, 390 Adjusters licenses and 588 Restricted Insurance Agents licenses.

ICM has seen complaints rise along with the number of licensed agents. In 2016 ICM had acted on 96 complaints, and in fiscal 2017 there were 153. There were 65 complaints to the Life Council, 84 to the General Council (which included 17 investigations relating to RIA activity) & 4 to the Adjusters Council. From the total of all reports, 17 complaints resulted in disciplinary action of fines, costs, educational requirements or a combination of all. The balance of complaints were handled either administratively or by a letter of caution to the Agent. A significant number of investigations and a significant amount of human resource time were spent dealing with agents or brokers who either fail to renew their E&O insurance or fail to provide notice of E&O renewal to ICM. ICM is creating a new system in an attempt to provide advance notification of E&O expiry to agents. This system will assist licensees to meet their requirement to provide ICM with their up to date E&O information. ICM hopes to launch this system in the fall of 2017.

Over the past year ICM saw a significant rise in the number of examinations taken - from 1,012 in 2015/16 to 1,553 in 2016/17. The majority of that increase was as a result of amendments to licensing requirements in the Life exam (Harmonized LLQP) but there was also a rise in both the General and Adjusters' exam attempts. The examination process continues to prove its worth in terms of assuring qualified candidates, as out of the 1,553 attempts in the various classes, only 1,135 were successful. In the previous year ICM established a Continuing Education committee whose purpose is to review issues involving continuing education and to ensure that ICM has a consistent approach to continuing education requirements for all licence holders. The CE committee is responsible for ensuring that Accredited Course Providers maintain the standards required for CE credits and that the subject material is both relevant and technical enough to satisfy ICM guidelines. All three Councils are represented on this CE committee.

Members of the Manitoba Council met with the Minister of Finance in late October 2016 to discuss matters of concern to both parties. Of particular importance was the issue of appointments to industry councils which had been recommended by ICM but not yet approved. This is of particular concern to the Life Council, as with terms expiring for a number of members and no new appointments yet confirmed, there is often a risk that Council meetings would need to be rescheduled to ensure adequate representation for hearings or regular committee meetings. A further topic of discussion related to RIA licenses and a particular product that was being sold by auto and equipment dealers referred to as guaranteed asset protection (GAP) insurance. The Minister's office acted swiftly to provide amendments to the Regulation, allowing guaranteed asset protection (GAP) insurance as a product to be included and validly sold under the RIA regime.

MANITOBA COUNCIL - From the Chairperson

ICM is in the final stages of testing for the online application process. There are a number of brokers/agents field testing this system at the moment and early indications are that the system is fully functional and ready to launch. IT systems are a major part of ICM's operations. Acknowledging our obligation to maintain system security and to ensure licence holder data privacy, ICM underwent a series of "penetration tests" in February 2016 to ensure that our systems could not be "hacked". Our consultants have given us a strong passing grade and we are confident that our data is secure from external threats.

Finally, the Manitoba Council acknowledges the efforts of Keith Jordan whose term on Council was completed mid year of 2016.

The Manitoba Insurance Council operates very efficiently and relies heavily on the staff resources that are so important to a Regulator. The Council is especially proud of our staff and the recognition they receive across the Insurance Industry in Manitoba and throughout Canada. Thank you to all for your efforts on our behalf.

ICM is entering its 25th year of service to Insurance Consumers, Agents & Brokers. As the body responsible for the regulation of insurance intermediaries in the Province of Manitoba, we can be proud of the high standards we hold and the effective, efficient protection we provide to our public.

Respectfully submitted,

Jeffrey A. Coleman

Jeffrey A. Coleman BA., CAIB

LIFE COUNCIL - From the Chairperson



Happy 25th Anniversary to the ICM! I have just completed my first year as Chairperson of the Life Insurance Council of Manitoba and it has been an eventful year. I was on the Recruitment Committee that interviewed several very qualified applicants vying for the Executive Director position. We were happy to offer the position to Barbara Palace Churchill. The transition was seamless and I believe all would agree that we made a very good choice. Welcome Barbara!

We had 1,521 Harmonized LLQP exams written in the past year. This count is significantly higher than the previous year as it includes the format change to modular exams. There are now four modular exams that need to be successfully completed to be Manitoba licensed.

The pass rate for this past year was 74% compared to 63% the previous year. One explanation for this may be the fact that students can focus on one module at a time.

ICM continues to upgrade the licensing portal. Licence renewals have been completed online since 2014, and soon the application process for new licenses will also be online. It is currently in a pilot testing phase.

The Life Insurance Council investigates public concerns as they arise. Sixty-five investigations were opened throughout the year (50 in the previous year). This led to eight disciplinary actions where fines were imposed. None led to a formal appeal.

A significant number of the issues coming in front of Council are related to a failure of licensees to continuously maintain Errors and Omissions Insurance. This puts the licensee and the public at risk. A licensee is not allowed to maintain their licence for any period of time without continuous E&O coverage. We are currently working on an initiative that will track coverage periods to help us ensure licensees are not continuing to hold a licence without the required E&O coverage.

The regime of licensing the incidental sale of insurance is now finishing its second year and ICM continues to look at how to fine tune the process. The incidental sale of insurance is coverage offered in addition to the sale of another product.

An ongoing goal is to continue implementing initiatives to raise public awareness of the ICM and what we do. We are also raising licensees' awareness of their responsibilities to help them ensure compliance with the regulations concerning attaining and maintaining their insurance licenses. ICM continues to pursue advances that will provide further support to licensees and other stakeholders while helping ICM to more efficiently carry out its mandate.

Respectfully submitted,

Richard Fillion

Richard Fillion, CPA, CMA, CFP

GENERAL COUNCIL - From the Chairperson



As Chair of the General Insurance Council, I am pleased to report on the Council's activities for the fiscal period April 1, 2016 to March 31, 2017.

The General Council completed the full year with a full complement of members. We would like to congratulate and thank Keith Jordan, whose term expired in July 2016, for his commitment and contributions to Council.

At the close of the year on March 31, 2017, we had a total of 5,931 General Agents licensed in the Province. Of this total, 135 are hail agents. There are an additional 588 Restricted Insurance Agents (RIA) licenses. The trend for a greater number of "non-resident" licence holders continues. It is our responsibility to ensure that Manitoba standards for education and qualification are met.

We have been working toward clarification of the wording on our applications and renewals to make our requirements for reporting out of province disciplinary actions more apparent. In Manitoba we licence individuals, whereas in other jurisdictions "entities" are licensed. This difference can cause some confusion when new or renewal licence applications are received here in Manitoba for individuals where their employer or "other branch" office has been subject to a disciplinary action in another jurisdiction.

The RIA regime is coming to the close of its second full year. Given that there is no specific RIA Council, each of the General and Life Councils had received the complaints/investigations relative to the specific area of activity. In a number of cases, the products offered under an RIA licence were cross industry, but a process has been put in place to ensure the timely deliberation and consideration of cases presented.

In total, the General Insurance Council reviewed 84 separate complaints, resulting in 9 which required disciplinary action. This is a significant rise in the total number of complaints over 2016. Of the 9 disciplinary decisions, resulting action included a combination of fines, investigation costs, remedial course work, suspensions, and licence conditions applied. Many of the investigations opened were closed with a letter of caution to the agent involved or were dealt with by staff administratively. It is an indication of the intense scrutiny and careful consideration given by the General Council that not one of its decisions for 2017 has resulted in an appeal.

The Continuing Education committee (comprised of representatives from all 3 Councils) continues to monitor courses offered by Accredited Course Providers. In some cases, accreditation has been revoked due to course credits being given for courses that did not meet the required elements as prescribed by the General Council.

I would be remiss if I did not mention the considerable efforts of our ICM Staff and the valuable contributions that Heather Winters, Stacey Aubrey and the balance of the Licensing and Investigating teams make to the General Council. You are all very much appreciated. A special thank you is also due to those members of the various committees who are no longer Council members but who continue to contribute their time and talents....Paul Brett, Keith Jordan and Nelson Hoe particularly on the ISI committee.

2016 saw the retirement of Erin Pearson. While Barbara Palace Churchill has made the transition from Erin's tenure to hers appear to be seamless, we recognize 2 things: 1) that Erin was extremely effective in preparing ICM & the General Council for her departure and 2) that Barbara has stepped in to the Executive Director role effortlessly and is proving her exceptional worth in the short time she has been at the helm of ICM.

Respectfully submitted,

Jeffrey A. Coleman

Jeffrey A. Coleman BA., CAIB

INSURANCE ADJUSTERS COUNCIL - From the Chairperson



As Chair of the Adjusters Council, I am pleased to submit this summary of activity for the 2016/2017 fiscal year.

This has been a relatively quiet year for the Adjusters Council. There were no changes to the Council's membership this year.

In 2015/2016 there were a total 371 licenses issued, both resident and non-resident which was an increase over the previous year. In following that trend again this year, we saw a slight increase to 390 licenses, an increase of 19. There was no change in the number of hail licenses which remains at 85 and are included in the yearly total.

I am pleased that this year saw only 4 complaints filed which represents a significant decrease from 11 the previous year. Of those 4, two were dismissed as unsubstantiated and two are pending. The limited number of complaints speaks volumes to the level of professionalism demonstrated by those individuals out there working in the field.

On the administrative side Council awaits approval from Government on the recommendations to amend the Adjusters Licensing Rules which will see the number of licensing levels reduced from 5 to 3. This will put Manitoba adjusters more in line with our neighbouring provinces. Amendments were given approval in principle last year and we now await final approval.

This year also saw change at the helm of the Insurance Council of Manitoba with the retirement of Erin Pearson and the hiring of Barbara Palace Churchill as new Executive Director. Barbara has brought a whole new element of expertise and vision to the Council and has done an excellent job in a very short period of time.

Respectfully submitted,

Grant Rerie

Grant Rerie, CRM

EXECUTIVE DIRECTOR'S MESSAGE



It is a new honour for me to provide my report for the 2016/2017 fiscal year for the Insurance Council of Manitoba.

This fiscal year has been a year of continued growth and change for ICM, with a change in administrative leadership, an overall growth in the number of licence holders, continuing growth and learning in the new incidental sale of insurance regime, and ongoing technology improvements in the online renewal and licensing portals.

The Strategic Priorities adopted by Council in the 2015/2016 fiscal year continue to be the base upon which we direct our work, and during the fiscal year, Council members and staff

worked diligently on initiatives that meet the following goals:

1. **QUALIFIED:** Ensure qualifications/education of licence holders continues to be appropriate and up to date, and revise and improve where required
2. **EFFECTIVE AND EFFICIENT:** Ensure the efficient, effective and technologically advanced operation of the ICM
3. **SERVICE:** Enhance the ICM relationship with the licence holder
4. **AWARENESS:** Improve recognition of the ICM by consumers
5. **INFORMED ADVICE:** Improve/Enhance the ongoing review by the ICM of regulatory matters and proactively seek the change where required

Compliance and Investigation

There were a total of 153 new complaints for the fiscal year, up from 96 the prior year. Life Council-related complaints were up from 50 to 65, with a large part of the increase attributable to complaints regarding unlicensed activity. New complaints for General Council increased from 35 to 84, with a variety of areas of investigation, including suitability and conduct-related matters increasing over the prior year. Both Life and General Councils saw an increase in complaints and investigations relating to failing to continually maintain errors and omissions (E&O) insurance. New Adjusters Council complaints were down in the fiscal year, from 11 the prior year to 4 in 2016/2017.

Under *The Insurance Act*, a condition of being able to hold a valid licence is to continually maintain liability insurance. E&O insurance serves as an important tool to protect the public and also protects agents and adjusters. Because of this importance, ICM has been developing ways to educate our stakeholders about the critical need to continually maintain this insurance, and is developing mechanisms for our online systems to track compliance with E&O requirements under the *Act* and Regulations. These initiatives will be rolled out in the 2017/2018 fiscal year.

ICM's investigative staff and our industry Councils take their responsibilities to meet ICM's mission to protect the public very seriously, and are exceptionally thorough and diligent in their work. Identifying, investigating, and reviewing regulatory and conduct-based complaints and violations are critical to fulfilling our mandate.

Licensing

The trend in growth of numbers of licenses issued continues. The total number of licenses held as of March 31st, 2017 reached 14,998, a 6% increase over the prior year. Over the past 5 years, there has been an annual increase of licenses held between 6% and 14% per year. The addition of hail agents and the Restricted Insurance Agent regime to ICM's responsibility has added to these numbers, however, we have continued to see increases in all license classes.

The online renewal system continues to be successful and efficient. After each renewal season, ICM refines this system based on the feedback we receive. During 2016/2017, additional improvements were made to the licensing portal for the 2017 renewal that

EXECUTIVE DIRECTOR'S MESSAGE

we believe will improve the user experience. Work that had been underway last year on ICM's online application project was completed and this system is now in its test phase, with a pilot group able to submit new licence applications online, rather than through paper. Results of the test phase will be analyzed, refinements will be made, and we hope to launch this process broadly in the coming year.

Incidental Sale of Insurance - Restricted Insurance Agents

2016/2017 was the second year of the Restricted Insurance Agents (RIA) regime, and the number of licenses issued has grown from 447 in its first year to 588 licence holders as of March 31st, 2017. The increase arose in the automobile and equipment dealership category, as during this fiscal year the Government made amendments to Regulation 389/87, which governs the incidental sale of insurance and RIA licenses. A new allowable class of insurance was added to the Regulation - guaranteed asset protection insurance, also known as GAP insurance.

ICM's ISI committee continues to gather information pertaining to this new area of regulation in Manitoba, and will be working on outreach to a variety of stakeholder groups in the coming year. The role of the ISI committee is to be an advisory body in ISI-related matters, and to provide information to the industry Councils. Because of the nature of how ISI products are sold, there are situations where compliance investigations involve both a life-based and a property-based product. In these situations, both the Life and General Councils may have jurisdiction in the investigation. The Councils have worked cooperatively in developing a protocol for how these cross-Council matters will be heard effectively.

Administrative Matters

As of March 31st, 2017, ICM had 9 full time staff positions, and was fully staffed as of the end of the fiscal year. There was a significant staffing change during the fiscal year with the retirement of long-time Executive Director Erin Pearson, and the hiring of a new Executive Director, Barbara Palace Churchill, as of November 1st, 2016. In preparation for Erin's retirement, the Manitoba Council had put in place a transition plan that included appropriate lead and training time to ensure that ICM operations continued to run as smoothly as possible during this change.

Public Interest Disclosure

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 is obligated to report on any disclosures of wrongdoing that are received. As of March 31, 2017, no disclosures of wrongdoing were received by the Insurance Council of Manitoba.

Financial Report

The Insurance Council of Manitoba continues to maintain a favourable financial position, and is prudent in its financial planning and forecasting.

The Insurance Council of Manitoba remits 44% of licence and miscellaneous fees (excluding Restricted Insurance Agent licenses) and 15% of all examination fees to the Minister of Finance. Additionally, 100% of all fines assessed in disciplinary matters are payable to the Minister of Finance. In 2016/2017, total fees in the amount of \$1,105,669 were remitted to the Minister of Finance by ICM, an increase of almost \$100,000 over the prior year. Fine payments in the amount of \$25,750 for the year were also forwarded to the Minister of Finance.

A copy of the audited Financial Statements for the fiscal year 2016/2017 is included in this report.

Detailed statistical information with respect to licenses, examinations, and complaints and disciplinary actions follows in this report.

EXECUTIVE DIRECTOR'S MESSAGE

In Closing

The Insurance Council of Manitoba continues to play a critical role in the protection of Manitoba consumers. As the regulator of insurance intermediaries, it ensures that educational and professional standards are maintained and that compliance with the regulatory framework is monitored and enforced where required.

ICM has a history of strong relationships with Government, has enjoyed meeting with the Honorable Cameron Friesen, Minister of Finance, and has open and ongoing communications with the Financial Institutions Regulation Branch. We appreciate the ongoing assistance and advice of Jim Scalena and J. Scott Moore of FIRB, and their willingness to provide ICM with feedback whenever needed.

During the fiscal year, ICM regretfully said goodbye to Council members whose terms expired during the fiscal year. To Paul Brett, Jim Wilson, Nancy Streuber, and Keith Jordan, we say thank you for your dedication, expertise and service. We continue to await new appointments to our Life and General Councils, and look forward to working with the new appointees when they join ICM.

Having started my role as Executive Director of ICM in November of 2016, I have enjoyed the opportunity to be part of the important work of this unique organization. In my short time at ICM, I have had the pleasure to participate in many new experiences and learnings:

- I have learned that the mandate of ICM to act in the public interest underpins all of the policy development and activities of ICM, and that both Council members and staff are dedicated to fulfilling this mandate.
- I have seen that ICM values its stakeholders and partners, and works towards continuous improvement in its communication and education efforts as a regulator.
- I have met a very knowledgeable and highly engaged group of insurance professionals who sit as Council members and act as the governing, policy making and disciplinary mind of the organization.
- I have had the pleasure to get to know and work with an incredibly professional, knowledgeable staff, whose dedication, effectiveness, and team-work is beyond compare. Their assistance, support and adaptability during this transition has made me feel welcomed and lucky to be part of such a team.

I also wish to add a personal note of thanks to Erin Pearson, who as the long-serving administrative leader of ICM, moved the organization forward on a policy and operational basis, assisted the industry Councils with many complex issues, and provided me with guidance and direction for my new role.

I look forward to the coming year of continued work and success for ICM.

Respectfully submitted,

Barbara Palace Churchill

Barbara Palace Churchill
Executive Director

LICENSES ACTIVE at March 31, 2017

Life Insurance Council

Life	4,088
Accident & Sickness	4,001

TOTAL LIFE INSURANCE COUNCIL LICENSES: 8,089

Insurance Adjusters Council

Adjuster	D/R	30
Adjuster	Independent	217
Adjuster	Assistant	58
Hail	Adjuster	85

TOTAL ADJUSTERS COUNCIL LICENSES: 390

General Insurance Council

General Insurance Agent	Level 1	3,016
General Insurance Agent	Level 2	1,290
General Insurance Agent	Level 3	980
General Operating Agent	Level 3	484
Auto Only	Agent	25
Automobile	Agent	1
Hail	Agent	135

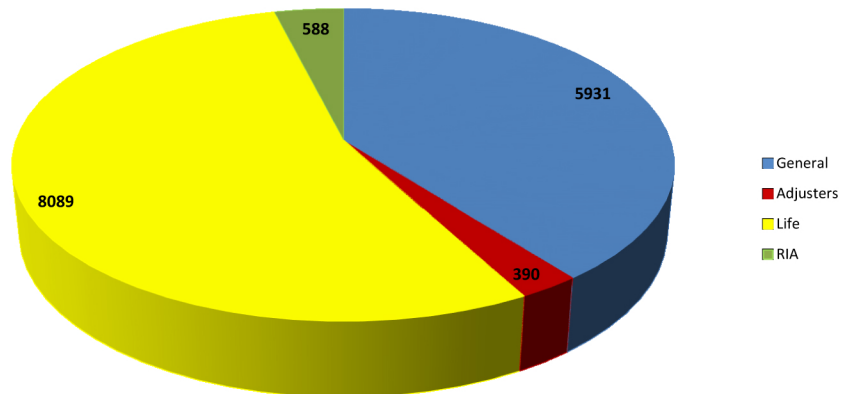
TOTAL GENERAL INSURANCE COUNCIL LICENSES: 5,931

Restricted Insurance Agents

Auto/Equip Dealership	325
Customs Broker	0
Deposit Taking Institution	57
Freight Forwarding Business	2
Funeral Director	35
Mortgage Broker	26
Portable Electronics Vendor	4
Sales Finance Company	46
Transportation Service	1
Travel Agency	87
Vehicle Rental Business	5

TOTAL RESTRICTED INSURANCE AGENTS LICENSES: 588

TOTAL LICENSES 14,998



Active Licenses at March 31, 2017

Description	2016/2017	2015/2016
Life Agents	4,088	3,989
Accident & Sickness Agents	4,001	3,877
General Agents	5,931	5,488
Restricted Insurance Agents	588	447
Agents Total	14,608	13,801
Adjusters	390	371
Grand Total	14,998	14,172

EXAMINATION STATISTICS - April 1, 2016 - March 31, 2017

Life Insurance Council

Harmonized LLQP

Written	1521	
Passed	1125	74%
Failed	396	26%

General Insurance Council

All Classes

Written	29	
Passed	7	24%
Failed	22	76%

Insurance Adjusters Council

All Levels

Written	3	
Passed	3	100%
Failed	0	0%

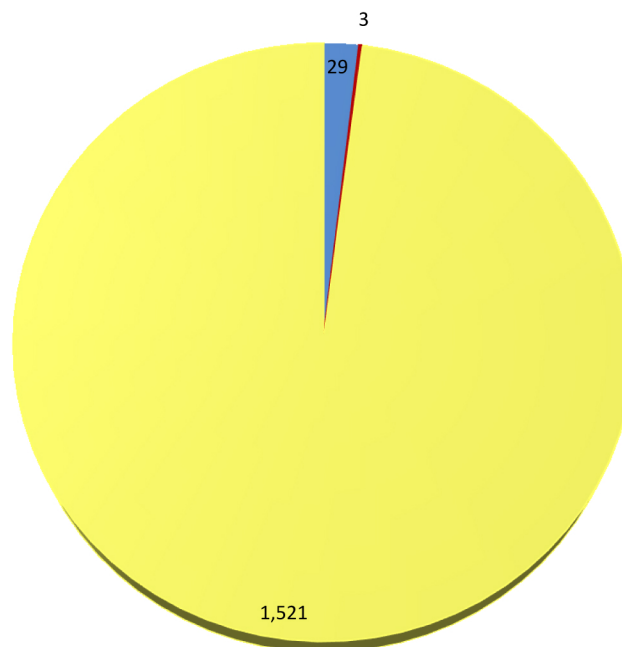
TOTAL LIFE COUNCIL EXAMINATIONS: 1521

TOTAL GENERAL COUNCIL EXAMINATIONS: 29

TOTAL ADJUSTERS COUNCIL EXAMINATIONS: 3

TOTAL EXAMINATIONS 1,553

■ General ■ Adjusters ■ Life



Insurance Agent and Adjuster Licensing Examinations

	Written		Passed		Failed	
	2016/2017	2015/2016	2016/2017	2015/2016	2016/2017	2015/2016
Life (Harmonized LLQP)	1,521	921	1,125	577	396	344
General	29	15	7	4	22	11
Agents Total	1,550	1,003	1,132	636	418	367
Adjusters Total	3	9	3	6	0	3
Grand Total	1,553	1,012	1,135	642	418	370

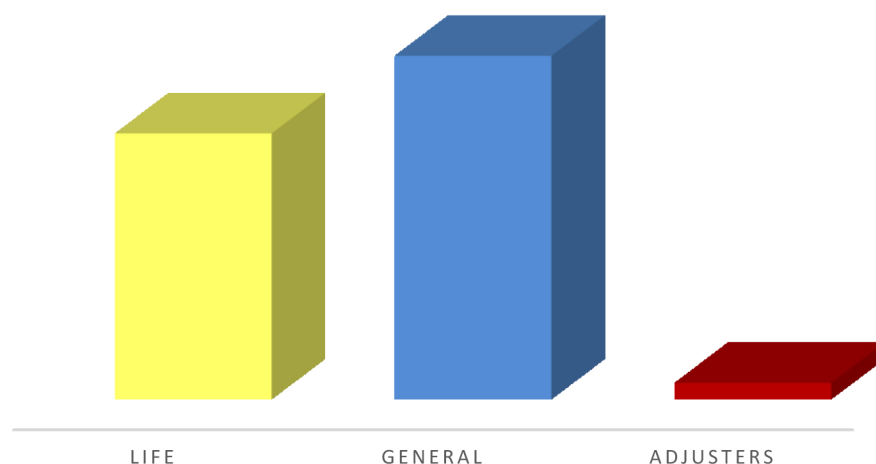
COMPLAINT STATISTICS - April 1, 2016 - March 31, 2017

Total number carried forward from previous year	25
Total number of complaints opened between April 1, 2016 and March 31, 2017	153
Total number of complaints closed between April 1, 2016 and March 31, 2017	113
Total number of complaints outstanding at March 31, 2017	65

New Complaints Per Council	2017	2016
Life	65	50
General	84	35
Adjusters	4	11
Total	153	96

Carried forward and closed complaint statistics have been adjusted to exclude 1 test complaint for the Life Council.

The 2016 statistics as shown reflect actual new complaints opened. The totals have been adjusted to exclude 4 test complaints that year.



Disciplinary Action Taken

Action	Life	General	Adjusters	Total
Fines and Costs, Course Work Required	0	2	0	2
Fines and costs	8	4	0	12
Suspension, fine and costs, Course Work Required	0	2	0	2
Suspension, costs, licence conditions imposed, course work required	0	1	0	1
Grand Total	8	9	0	17

DISCIPLINARY ACTIONS - April 1, 2016 - March 31, 2017

Fines and Costs, Course Work Required

General Insurance Agent	Fined \$500.00, assessed costs of \$225.00, course work required
General Insurance Agent	Fined \$1,000.00, assessed costs of \$225.00, course work required

Suspension, Fine and Costs, Course Work Required

General Insurance Agent	Suspended for 2 weeks, fined \$1,500.00, assessed costs of \$350.00
General Insurance Agent	Suspended for 3 weeks, fined \$2,500.00, assessed costs of \$1,200.00

Suspension, Costs, Licence Conditions Imposed, Course Work Required

*General Insurance Agent	Suspended for 30 days, assessed costs of \$1,275.00, licence conditions imposed, course work required
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Fines and Costs

Life Insurance Agent	Fined \$250.00, assessed costs of \$750.00
Life Insurance Agent	Fined \$500.00, assessed costs of \$500.00
*Life Insurance Agent	Fined \$500.00, assessed costs of \$500.00
Life Insurance Agent	Fined \$750.00, assessed costs of \$500.00
Life Insurance Agent	Fined \$1,000.00, assessed costs of \$500.00
Life Insurance Agent	Fined \$1,000.00, assessed costs of \$500.00
Life Insurance Agent	Fined \$2,500.00, assessed costs of \$1,000.00
Life Insurance Agent	Fined \$10,000.00, assessed costs of \$2,000.00
General Insurance Agent/Broker	Fined \$250.00, assessed costs of \$450.00
General Insurance Agent/Broker	Fined \$500.00, assessed costs of \$300.00
General Insurance Agent/Broker	Fined \$1,500.00, assessed costs of \$412.50
General Insurance Agent/Broker	Fined \$2,000.00, assessed costs of \$412.50

- All fines imposed are payable to the Minister of Finance and are not retained by Council
- All or part of investigation costs may be assessed and are retained by Council

Total Fines - \$25,750.00

Total Costs - \$9,325.00

*Fines and Costs uncollected as of March 31, 2017

Appeals filed to the Provincial Insurance Agents' and Adjusters' Licensing Appeal Board

Total Appeals Filed – 0



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