



Annual Report

THE INSURANCE COUNCIL OF MANITOBA

2007 Annual Report



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Our Mission

THE INSURANCE COUNCIL OF MANITOBA

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



Our 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.*



May 31, 2007

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, 2006 until March 31, 2007, 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,

Lois M. Fedak Broder

Lois M. Fedak Broder
General Manager
INSURANCE COUNCIL OF MANITOBA

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Winnipeg, Manitoba
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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 licencing rules
as they relate to
agents, brokers
and adjusters.

*While we hold others to
account, the ICM Board,
Councils and staff are
also held to standards of
integrity, accountability
and transparency.*

OUR MANDATE AND LEGISLATIVE AUTHORITY

Council was established by Regulation 227/91 and 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 revoke or suspend a licence
- The power to fine or assess costs
- The power to carry out investigations

In addition, each insurance 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, 2007, there were over 7,300 licences in force in three (3) separate disciplines:

- Life insurance, including accident and sickness insurance
- General insurance
- Insurance adjusters

OUR VISION

The vision of the Council is to provide consumer protection through an improved regulatory framework and increased harmonization of insurance regulations. It sets out the overall direction for our work, and its purpose is to protect consumers of insurance products and services.

OUR VALUES

THE INSURANCE COUNCIL OF MANITOBA has developed a set of core fundamental values which includes:

- Integrity
- Accountability
- Responsiveness
- Cooperation
- Accessibility
- Respect
- Professionalism
- Education

OUR TEAM

Staff at March 31, 2007 include:



Lois M. Fedak Broder
General Manager



Erin Pearson
*Assistant General Manager
and Compliance*



Ellen Morin
*Manager, Licencing
& Administration*



Audrey Treichel
Executive Assistant



Sandi Saluk
Licencing Officer



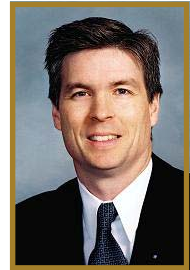
Jill MacKenzie
Licencing Clerk



Andrea Black
Reception

Administrative Council

from the Chairperson



The past year has seen membership changes in the Life, General and Adjuster Councils, as various appointees saw their term of service expire. The Administrative Council has not been immune from these changes. We gratefully acknowledge the past contributions of Randy Viray, Leann Hathaway, Ellen Duncalfe, and Ernie Gilroy. The experience and enthusiasm that these individuals brought to the Council(s) will be missed. Their contributions are appreciated.

We welcome the new members to the Administrative Council: Don Jodoin (Adjusters' Council); Bill Stewart (Life Council); Claude Forest and Gerry Corrigan (General Council). These individuals bring a wealth of experience and a broad spectrum of backgrounds to the Administrative Council and the Audit committee.

During 2006, new appointees include Nemesio Juan (Life Council); Judy Bertrand, Cheryl Madden and Rosemary Henderson (General Council); Susan Durnin, Jacqueline Desrochers, and Elaine McCracken (Adjusters' Council).

Arising from *The Insurance Act* rewrite committee meetings, a preliminary report with recommendations has been prepared and submitted to the Legislators for consideration. The Bill has passed first reading.

The fiscal period ending on March 31st, 2006 involved the introduction of our new auditor, BDO Dunwoody LLP (Dunwoody). The audit for the period ending March 31, 2007 has been completed by Dunwoody with the financial reports for the period contained within this Annual Report.

The current audit reveals that the Insurance Council has completed a successful year, where budgetary and operational expectations have been met. Consequently, the Administrative Council has identified several areas where innovative goals and opportunities exist and have established strategies to move upon realizing these.

One of the more exciting initiatives being worked on is the introduction of developing an electronic Continuing Education recognition/registration program. This entails a substantial amount of "front-end" work; with the projected introduction being for the 2008 licencing year, or sooner.

This is one example of how the Insurance Council continues to look for opportunities to embrace new ways to meet the changing needs of its member Licencees, while serving Manitobans through the governance of professionals licenced in our industry.

In closing, the Insurance Council recognizes the valuable work and dedication of the staff over the past year, which includes: Erin Pearson, Ellen Morin, Stacey Carter, Sandi Saluk, Jill MacKenzie, Andrea Black, and Audrey Treichel. The General Manager, Lois Broder is recognized and thanked for her strong commitment to the Insurance Council and for her excellent leadership of the staff of the Insurance Council.

Respectfully submitted,

J. Miles O. Barber

J. Miles O. Barber, B.Comm (Hons.), FCIP, CRM
Administrative Council Chairman

General Council

from the Chairperson



This is my first report as Chair of the General Council. I accepted the nomination from my fellow Council members after the departure of our past chair Ernie Gilroy on July 1, 2006. Thank you Ernie for the two (2) terms you served on Council, and especially the four (4) years you served as Chair.

I appreciate the hard work of outgoing members Ellen Duncalfe, who's second term expired July 1, 2006 and who served four (4) years as Vice-Chair and of Janet Sabourin-Gatin who retired prematurely during her second term on Council in December 2006, for personal reasons. We wish them all well.

During this last year, Gerry Corrigan, our new Vice-Chair, and fellow member Arthur Jonasson, joined me in welcoming our newly appointed members, Judy Bertrand, Cheryl Madden and Rosemary Henderson. I note that our new Council members bring a wealth of experience to their responsibilities and from our meetings thus far, their thoughtful approach to dealing with issues continues with the Council's tradition of serving the public well.

Last year was a busy year for the General Insurance Council. As of March 31, 2007, there were 2,923 active general licences compared to 2,794 the previous year. There were 29 complaints against general brokers up from 25 the year earlier and all of the complaints have been thoroughly investigated.

There were five (5) disciplinary actions taken as a result; four (4) of whom were required to pay fines and costs, while one (1) was assessed costs only.

Among the subjects that the Council has discussed, there is the ongoing concern of unlicensed activity as well as the promotion of best practices for Brokers such as proper file documentation, and confirming significant matters in writing to avoid misunderstanding. There is also more work to do in getting the continuing education supplement forms properly completed.

I would also like to thank Lois Broder and her team who have served the Council and the public well over this past year. In particular I would like to signal the contributions of Erin Pearson, our investigator who attends all our meetings and to our outside Counsel, Michael Richards, whose interpretation of the Act and counsel has been important in allowing our board to function judiciously and with aplomb during hearings.

In closing, I am glad to say that Council members, management and staff remain committed to the highest level of professional public service.

Respectfully submitted,

Claude Forest

Claude H. Forest
Chairperson,
General Insurance Council of Manitoba

Life Council

from the Chairperson



It has been a pleasure to serve as Chairperson of the Life Insurance Council for the past year. The Life Insurance Council consists of Vice Chair Bill Stewart, Zbigniew Gryz, Bonnie Radcliffe, Joan Prevalnig and our newest member appointed December 1, 2006, Nemesio Juan. The Life Insurance Council would like to express our gratitude to Randy Viray. Randy served the Council for two (2) full terms and contributed significantly to the Council and our mandate.

We had a great year thanks to our Council General Manager, Lois Broder and her tremendous staff. Our Council has an excellent working relationship with Jim Scalena and the Office of the Superintendent of Insurance as well as the other regulatory organizations in the industry. This relationship is a result of the excellent job Lois does in fostering communication between all parties. Also a special thank you to Erin Pearson, Assistant General Manager, for the very efficient job she does in investigating complaints and presenting the information, we as Council members, require to make a decision on each file. Our role in disciplinary matters is made much easier as a result of the quality of her work.

The Council is charged with the responsibility of protecting the consumer. As part of this mandate in

the past year we found 15 agents in violation of *The Insurance Act of Manitoba* or the Life Insurance Agent Council Code of Conduct, resulting in 12 cases of a fine plus costs and two (2) cases of licence suspension along with fines and costs. Five (5) others had licences cancelled for failure to upgrade or failure to maintain E&O.

One (1) decision was appealed to the Provincial Licencing Appeals Board, which upheld the Council's decision, and they assessed additional costs.

In January of this year, Lois Broder and Bill Stewart - Vice Chair, attended the Western Life Councils meeting in Vancouver to discuss items of mutual interest with the four western Councils. Among those topics discussed were a proposal for certain organizations educational programs to be granted a "Gold Standard" and as such be credited with a greater number of Continuing Education credits. The general opinion and that of our Council was that we did not want to start judging one organization's educational program as superior to that of another.

The Canadian Life and Health Insurance Association and FINTRAC made a presentation to the Council lobbying for a requirement that all agents be required to take a course in anti-money laundering as condition of licence renewal. The

.../cont.

Life Council

from the Chairperson

Council did not accept their proposal and suggested that they approach the committee responsible for the LLQP program and have the LLQP program include some of the desired information in their course material.

During 2006 we agreed to a reciprocal model for Continuing Education credits. We have agreed that for nonresident licencees from provinces that have Continuing Education requirements, that satisfying their resident CE requirements will be accepted as satisfying Manitoba's CE requirements. Nonresident applicants from provinces that do not have a CE requirement will be required to meet our standard.

In the area of CE, the auditing of agent CE credits found many deficiencies. The majority of the problems stemmed from inadequate record keeping. This challenge will be addressed in the next issue of the Council Report that is sent to all agents, stressing that improper records can and will result in disciplinary action.

The CISRO work on a new Disclosure Form for use when replacing in force life insurance continues. Hopefully a final submission will be presented to each Council by the end of 2007.

Respectfully submitted,

Don Manson

Don Manson

Interagency Cooperation

The ICM works closely with municipal, provincial, federal and inter-jurisdictional agencies in meeting its legislated mandate. These include:

**Financial Institutions Regulation
Branch**

**Insurance Brokers Association of
Manitoba**

Manitoba Public Insurance

Winnipeg Police Service

Manitoba Securities Commission

**Canadian Insurance Services
Regulatory Organization
(CISRO)**

Manitoba Department of Justice

Department of Finance

Joint Forum

**Canadian Council of Insurance
Regulators
(CCIR)**

RCMP

Advocis

**Canadian Independent Adjusters
Association
(CIAA)**

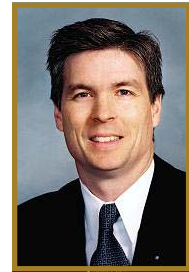
The Insurance Institute

Other Provincial Regulatory Bodies

Liaising with these external organizations permits the ICM to benefit from others' experience, expertise and research pertaining to insurance regulation and related issues.

Insurance Adjusters Council

from the Chairperson



As this past year drew to a close, changes in the membership of your Insurance Adjusters' Council were impending. The "term" of our appointed members is not an indefinite one. Each appointee is named to an initial three (3) year term, and may subsequently serve a second and final three (3) year term on Council.

Our appointees are dedicated professionals whom believe that "giving back" to the Property and Casualty Insurance Industry is important and vital for the Industry's continued health and prosperity. In that vein, they meet and discuss matters broader than those simply concerning complaints and discipline of Industry Licencees.

We are sad to lose, but gratefully reflect the services of:

- Leann Hathaway whom during her involvement served as Chairperson and Vice-Chairperson of the Adjusters' Council and a member of the Administrative Council.
- Susan Thain
- Pauline Sackvie

The process of renewal carries forward. Complimenting the continued services of members: Don Jodoin Vice – Chairman and Victor Dumesnil are new appointees: Susan Durnin, Jacqueline Desrochers, and Elaine McCracken.

We welcome our new appointees and look forward to their fresh thoughts and contributions.

During this past fiscal year, Council handled seven (7) complaints, zero (0) of which resulted in disciplinary action.

In January 2007, an unlicensed individual pled guilty and was convicted of seven (7) counts of violations of Sections 385(8) and 391 of *The Insurance Act of Manitoba* for acting as an insurance adjuster without a licence and holding out as being engaged in the insurance business without being duly licenced.

This result upholds the position held by **THE INSURANCE COUNCIL OF MANITOBA** that "unlicensed activity" is not acceptable. It threatens the insurance consumer and undermines the health of the P & C Industry as a whole. Council continues to be vigilant in its monitoring role of the Industry for incidents of "unlicensed activity".

As of March 31, 2007, 15 exams were taken, with nine (9) attaining passing grades. At year end, there were 85 active Adjuster licencees.

Council reflects gratefully upon the efforts of the appointees leaving us; and looks forward with optimism on the coming year and the contributions that our new appointees will be making.

In closing, the Council also recognizes the efforts of our General Manager – Lois Broder and the staff of **THE INSURANCE COUNCIL OF MANITOBA**. Their efforts and professionalism are acknowledged and appreciated.

Respectfully submitted,

J. Miles O. Barber

J. Miles O. Barber, B.Comm (Hons.), FCIP, CRM
Insurance Adjusters' Council Chairman

Message

from the General Manager



I am privileged to present, on behalf of **THE INSURANCE COUNCIL OF MANITOBA**, the Annual Report for the 2006/2007 fiscal year. It seems each year is busier than the one previous and we have witnessed another year of growth and development as we move toward the fulfillment of our long term goals.

Our continued success is due to the commitment of both the Councils and the administrative staff who strive to protect the public while regulating the profession.

It was a year of tremendous change at the Council. Seven council members concluded two consecutive three-year terms of office throughout this fiscal year. Effective July 1, 2006, we said farewell to two members from the General Insurance Council - our Chair and Vice-Chair of that Council – Ernie Gilroy and Ellen Duncalfe who provided exceptional leadership and direction in Council issues. In the fall of 2006, Janet Sabourin-Gatin of the General Insurance Council moved on and we will miss her thoughtful deliberation and consideration on all matters brought before the Board. Then on December 1, 2006, we bid farewell to Randy Viray, Vice-Chair of the Life Insurance Council and three members of the Insurance Adjusters Council, Vice-Chair Leann Hathaway, Susan Thain and Pauline Sackvie.

I wish to extend a special thank you to those members who retired in the last year. You are all commended for your ongoing professionalism and dedication to Council business and we thank you for your consistent cooperation, assistance and ongoing support over the years. Your contributions assisted in raising the bar. Your exceptional efforts in the conduct of regular and special meetings and hearings are so greatly appreciated. I thank you for your years of dedicated service to Council issues. You will all be greatly missed.

Our licenced members contribute their knowledge of the insurance industry, developed through their own professional insurance dealings and are essential to the fulfillment of the Council's mandate. Our public members put forth input and assistance from a consumer perspective and keep Council balanced in our pursuit of consumer protection in the province. I thank you all for your strong leadership over the years.

I would like to take this opportunity to welcome our newly appointed members to Council. Judith Bertrand, Cheryl Madden and Rosemary Henderson have been appointed to the General Insurance Council. Neme Juan has been appointed to the Life Insurance Council. Jacqueline Desrochers, Susan Durnin and Elaine McCracken have been appointed

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Message

from the General Manager

to the Insurance Adjusters Council. We welcome you and look forward to working with you. You were selected by the Minister of Finance for your special qualities as insurance professionals and/or for your demonstrated interest in serving the public interest. Through your own unique background, experience and knowledge to assist Council in fulfilling its duties, we know you are all valuable contributors.

Thanks also to our current Chairpersons—J. Miles Barber, Claude Forest and Donald Manson and to all of the Council members, past and present for contributing their time, knowledge and guidance.

Council and staff strive for the highest standards in order to protect the consumer and only by adhering to high standards can we continue to maintain public confidence.

Throughout fiscal 2006/2007 we continued to be party to ongoing projects with respect to national initiatives. These initiatives, which are often undertaken between the Canadian Insurance Services Regulatory Organizations (CISRO) and the Canadian Council of Insurance Regulators (CCIR), continued their work to streamline and harmonize issues related to licencing and continuing education requirements. The Industry Practices Review Committee (IPRC) spent much time on their review of enhancing and harmonizing best practices and managing conflicts of interest.

Several local initiatives continue in the development stages. An overhaul of the Codes of Conduct, the licencing rules and examination of our Errors and Omissions requirements continue and in the next fiscal year we will be working with a consultant on some of these issues.

We have also begun a major upgrade of our IT systems, moving toward an automated continuing education (CE) module with in our database which we believe will reduce the amount of human resources required for CE verification.

Several amendments to *The Insurance Act of Manitoba* passed first reading last fall, but were not advanced. We look forward to working with Jim Scalena and his department to resurrect these amendments which are critical to the protection of the public.

The Council chairs and myself met with the Honourable Greg Selinger along with his senior staff to discuss ongoing issues in relation to Council operations. We would like to acknowledge the value of this meeting and look forward to working with the Minister on a go forward basis. We do recognize that we are working toward a common goal and are committed to achieving synergies through ongoing communication and dialogue.

Finally, I wish to underscore the incredible contributions made the Insurance Council staff for

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Message

from the General Manager

their hard work, determination and professionalism. It is through their work that we are able to operate efficiently and effectively. We strive to be cost effective and consistent with the law in carrying out our regulatory responsibilities. Every effort is made to provide helpful service to the industry and the public, and to be fair and reasonable in the performance of our duties. Both Council and the staff are ever mindful of the powers provided under the Act and the need to be even handed in their application. We regard our mission as essential to the protection of Manitobans.

ADMINISTRATION:

THE INSURANCE COUNCIL OF MANITOBA is the administrative arm of the Life Insurance Council, the General Insurance Council and the Insurance Adjusters Council.

These Councils make all of the decisions affecting licencees under their jurisdiction, however the Council staff carries out the actual administrative duties. The duties provided by the Council include providing examinations for applicants for licence, the issuance of licences, receipt and direction of complaint investigation, and the carrying out of disciplinary decisions of the specific Councils. Summaries of the activities of the Councils in each of these areas are included in this report.

OFFICE SPACE:

The Insurance Council continues to be located in the Grain Exchange building. The Insurance Council office is located at 466-167 Lombard Avenue, Winnipeg, Manitoba, R3B 0T6, and we are committed to remaining in this location until at least 2010.

STAFF CHANGES:

After more than eight (8) years with Council, Stacey Carter relocated to Saskatchewan in January with her husband and is working in contract negotiation with Lakeland College in Alberta. We wish her well and know that she is enjoying her new position and her new community.

Audrey Treichel is the newest member to our team, hired in January as the Executive Assistant. Her professional experience includes many facets of strategic business planning inclusive of financial management, operations, HR, marketing and brand management. She spent many years in the marketing and design industry in executive and management positions and brings us a great enthusiasm.

Andrea Black is also a new full-time member of the ICM team. Hired to fill a temporary position last March, she permanently filled the opening as Receptionist in November and her calm, courteous and professional demeanour as your first contact with the ICM, makes Andrea a truly valuable member of our team.

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Message

from the General Manager

COMPUTER SYSTEMS:

Our website is routinely updated to enhance communication among industry participants and improve access to Council information, directives and continuing education. We have committed restricted capital in this fiscal year, which is reserved for online registration and renewal in the future. Ongoing modifications and increased controls and upgrades within the licencing and complaint management systems are addressed on a regular basis.

Council is a partner in the Canadian Consumer information Gateway, joining over 250 provincial and territorial partners. This partnership promotes consumer interests and awareness, by improving public access to consumer information services. It is a step towards improving and strengthening the public image of **THE INSURANCE COUNCIL OF MANITOBA**.

There were two main areas within our technological infrastructure that were addressed within the last fiscal year — business continuity and security.

With respect to business continuity, we conducted an audit of our system and concluded that an improved back-up and recovery system was necessary. This required both server and management software upgrades.

The server upgrade also provides us with a timely and

solid solution to various power, size, management and operating system issues that required addressing.

In order to maintain the highest industry standards with respect to the protection of the information we hold, it was deemed imperative to be proactive in maintaining the security of our network, web and operating systems. An advanced and complex firewall system has been implemented along with all port related issues addressed.

BRAND IDENTITY:

The new ICM logo was created as part of our bold new initiative to firmly establish brand awareness with our unique audience. Though not a marketing tool, not-for-profit organization such as ours should view our brand (which is more than just the graphic representation or identity) as a symbolic and strategic guide for projecting to our stakeholders and the community at large, an organizational stability, with sound management and vision for the future in all its purposes and endeavours. Conscientious brand management, like fiscal prudence, good governance, transparency and accountability, is a principle relevant to us in that we care about the impact, importance and sustainability of our endeavors.

We are driven by the conviction of our work and the importance of the views we express and generate.

This passion, vision and commitment is the basis on which we build our brand. More than a single

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Message

from the General Manager

BRAND IDENTITY (CONTINUED):

message, logo or catchphrase, the brand is the platform on which the motivation behind our organization's work may be articulated, and the significance of our work may be appreciated.

The new ICM logo truly embodies and symbolically represents its fundamental core values, purposes and functions as an established non-profit organization.

** See Page 17 for ICM logo rationale.*

LICENCE AND EXAMINATION FEES:

There were no changes to the fee regulation for the 2006/2007 licence year.

Summaries of the activities of the Council in each of these areas are included in this report.

EXAMINATIONS:

THE INSURANCE COUNCIL OF MANITOBA administers examinations for agents, brokers and adjusters.

Through the 2006/07 licencing year, Council conducted a total of 505 examinations.

LICENCES:

THE INSURANCE COUNCIL OF MANITOBA issues all licences on behalf of the specific Councils. At March 31, 2007 there were 7,353 active licences.

All insurance licences (excluding Adjusters licences) expire on May 31st of each year. Adjuster licences expire on June 30th of each year. There are no plans to alter these dates or to stagger renewals. There is no "grace period" allowed and Council takes a firm position in dealing with unlicensed activity.

COMPLAINTS AND DISCIPLINARY ACTION TAKEN:

THE INSURANCE COUNCIL OF MANITOBA opened a total of 93 complaint files between April 1, 2006 and March 31, 2007. A breakdown of complaints received by Council is as follows:

Life Insurance Council.....	57
General Insurance Council.....	29
Insurance Adjusters Council.....	7

Statistics with respect to disciplinary action during the 2006/07 licencing year are included in this report.

Included in these actions taken were five (5) licencing cancellations. Council cancelled four (4) Level 1 Life Agent Licences for failure to upgrade to a Level II licence within the prescribed term and one (1) licence was cancelled due to the agent failure to carry Errors & Omissions insurance as required. While the number of complaints have decreased, the complexity and seriousness of them have increased, resulting in increased investigation.

APPEALS:

All disciplinary decisions of the Insurance Councils are

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Message

from the General Manager



subject to appeal to the Provincial Licencing Appeal Board. During the 2006/07 licencing year, there was one decision appealed to the Provincial Licencing Board. The decision of Council was upheld, and additional costs were assessed.

FINANCIAL REPORT:

THE INSURANCE COUNCIL OF MANITOBA remits 44% of all licence fees and miscellaneous fees collected to the Minister of Finance, and 15% of all examination fees collected. During the 2006/07 licencing year, fees in the amount of \$549,917.50 and fines in the amount of \$14,250.00 were remitted to the Minister of Finance.

There were also two (2) fines totaling \$2,000.00 receivable for the Minister of Finance @ March 31, 2007.

A copy of the audited Financial Statements for the year ended March 31, 2007 is attached.

Respectfully submitted,

Lois M. Fedak Broder

Lois M. Fedak Broder
General Manager

- solid 'pillar-type' construction of the 'ICM' symbolically represents the stability and strength of our organization
- serif font usage was chosen as it typifies maturity, seniority, and leadership
- 'rooftop to the pillars' suggests a protective and 'shielding' type of cover treatment signifying the overarching purpose to the ICM foundation - i.e., it's function to serve and protect the public through the regulating of *The Insurance Act of Manitoba*
- roofline and step structure of the logo intended to visually represent an institutional strength of presence and epitomize the significance we place on further and continuing education in our industry
- as a whole, the strong look of the logo is significant in it's representation of its authority and mandate as established by the Superintendent
- overall framework to the logo intended to render a confidence in all stakeholders as it signifies our embrace and promotion of the principles of fair and ethical conduct, integrity and competence
- one color chosen in contrast to white: a pantone blue - for it's clean, professional and authoritative feel
- logo style translates with equal strength when converted into a black and white adaptation

To sum up, the ICM Mission Statement is the fundamental basis for what we do and therefore our new graphic symbol is the ultimate visual representation of why we do it. The strength of this logo is a reminder to all concerned (employee, board, stakeholders, agents, public) of the ultimate role of the ICM as an established governing body.

It is ultimately symbolic of our stability, strength and leadership, while still maintaining a contemporary feel in its application representing the energy and momentum the ICM has in moving in the right direction, towards its goals, in the best interest of the public and in our pursuit of excellence.

MEMBERS OF THE COUNCILS 2006/2007

LIFE INSURANCE COUNCIL

NAME	POSITION	REPRESENTING
Donald Manson	Chairperson	Life Agents
J. Randy Viray	Vice-Chairperson	Life Agents
Zbigniew Gryz	Member	Life Agents
William Stewart	Member	Life Agents *
Bonnie Radcliffe	Member	Public
Joan Prevalnig	Member	Public
Nemesio Juan	Member	Life Agents **

- * Vice-Chairperson—replacing J. Randy Viray
- ** Appointed to Council December, 2006—replacing J. Randy Viray

GENERAL INSURANCE COUNCIL

NAME	POSITION	REPRESENTING
Claude Forest	Chairperson	General Agents *
Ernie Gilroy	Member	Public
Ellen Duncalfe	Vice-Chairperson	General Agents
Cheryl Madden	Member	Companies
Janet Sabourin-Gatin	Member	General Agents
Judy Bertrand	Member	General Agents
Arthur Jonasson	Member	Public
Gerry Corrigan	Member	General Agents **

- * Replacing Ernie Gilroy as Chairperson—Term expired July 1, 2006
- ** Replacing Ellen Duncalfe as Vice-Chairperson—Term expired July 1, 2006

MEMBERS OF THE COUNCILS 2006/2007

INSURANCE ADJUSTERS COUNCIL

NAME	POSITION	REPRESENTING
J. Miles Barber	Chairperson	Insurance Adjusters
Leann Hathaway	Vice-Chairperson	Insurance Adjusters
Susan Durnin	Member	Insurance Adjusters
Susan Thain	Member	Insurance Adjusters
Jacqueline Desrochers	Member	Insurance Adjusters
Don Jodoin	Member	Insurance Companies *
Pauline Sackvie	Member	Insurance Adjusters
Elaine McCracken	Member	Insurance Adjusters
Victor Dumesnil	Member	Public

- * Replacing Leann Hathaway as Vice-Chairperson—Term expired December 1, 2006

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

INSURANCE COUNCIL OF MANITOBA

NAME	POSITION	REPRESENTING
J. Miles Barber	Chairperson	Adjusters Council
J. Randy Viray	Vice-Chairperson	Life Council
Ernie Gilroy	Member	General Council
Leann Hathaway	Member	Adjusters Council
Donald Manson	Member	Life Council *
Ellen Duncalfe	Member	General Council
Don Jodoin	Member	Adjusters Council
Claude Forest	Member	General Council
Gerry Corrigan	Member	General Council
William Stewart	Member	Life Council

- * Replacing J. Randy Viray as Vice-Chairperson—Term expired December 1, 2006

EXAMINATION STATISTICS—April 1, 2006—March 31, 2007

LIFE INSURANCE COUNCIL

Full LLQP

Written424
 Passed.....303 = 71%
 Failed.....121 = 29%

Probationary LLQP Part B

Written4
 Passed.....2 = 50%
 Failed.....2 = 50%

A&S Portion—LLQP

Written14
 Passed.....9 = 71%
 Failed.....5 = 29%

TOTAL LIFE COUNCIL EXAMINATIONS: 442

GENERAL INSURANCE COUNCIL

All Classes

Written48
 Passed.....8 = 17%
 Failed.....40 = 83%

TOTAL GENERAL COUNCIL EXAMINATIONS: 48

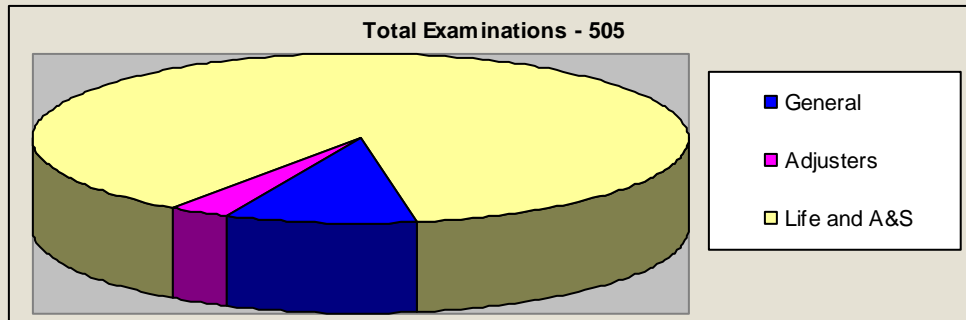
INSURANCE ADJUSTERS COUNCIL

All Levels

Written15
 Passed.....9 = 60%
 Failed.....6 = 40%

TOTAL ADJUSTERS COUNCIL EXAMINATIONS: 15

APRIL 1, 2006 THROUGH MARCH 31, 2007 — TOTAL EXAMINATIONS = 505



Insurance Agent and Adjuster Licencing Examinations

By INSURANCE COUNCIL OF MANITOBA

	WRITTEN		PASSED		FAILED	
	2006/07	2005/06	2006/07	2005/06	2006/07	2005/06
Life	428	427	305	341	123	86
General	48	51	8	11	40	40
Accident & Sickness	14	19	9	14	5	5
Agents Total	490	497	322	366	168	131
Adjuster	15	9	9	8	6	1
Adjusters Total	15	9	9	8	6	1
GRAND TOTAL	505	506	331	374	174	132

LICENCES ACTIVE AT March 31, 2007

LIFE INSURANCE COUNCIL

Life *D/R*.....611
Life *Full*1,193
Life *Full (LLQP)*.....654
Accident & Sickness *D/R*.....466
Accident & Sickness *Agent*.....1,421

TOTAL LIFE INSURANCE COUNCIL LICENCES: .. 4,345

INSURANCE ADJUSTERS COUNCIL.....

Adjuster *D/R*.....21
Adjuster *Independent*49
Adjuster *Assistant*.....15

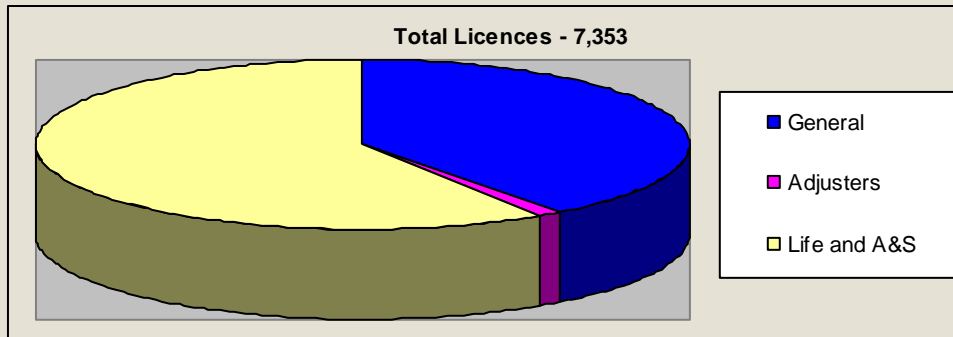
TOTAL INSURANCE ADJUSTER LICENCES: 85

GENERAL INSURANCE COUNCIL

General..... *D/R—Level 3*445
Auto Only Broker..... *Level 1* 94
General Insurance Agent..... *Level 1*1,150
General Insurance Agent..... *Level 2* 771
General Insurance Agent..... *Level 3*458
General (Restricted to Aviation)..... *Agent*.....1
Automobile..... *Agent*.....4

TOTAL GENERAL INSURANCE COUNCIL LICENCES:2,923

TOTAL LICENCES = 7,353



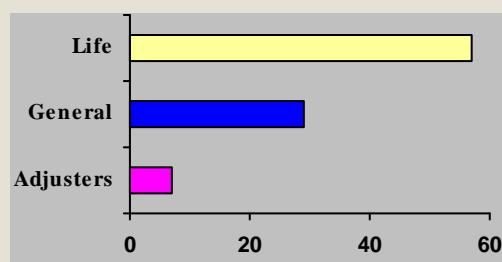
Active Licences at March 31, 2007		
DESCRIPTION	2006/2007	2005/2006
Life Agents	2,458	2,346
General Agents	2,923	2,794
Accident & Sickness Agents	1,887	1,739
Agents Total	7,268	6,879
Adjusters	70	67
Assistant Adjusters	15	10
Adjusters Total	85	77
GRAND TOTAL	7,353	6,956

COMPLAINT STATISTICS

<i>Total number of complaints opened between April 1, 2006 and March 31, 2007.....</i>	93
<i>Total number carried forward from previous year.....</i>	24
<i>Total number of complaints dealt with in 2006/2007.....</i>	94
<i>Total number of complaints outstanding at March 31, 2007.....</i>	23

NEW COMPLAINTS PER COUNCIL

<i>Life.....</i>	57
<i>General.....</i>	29
<i>Adjusters.....</i>	7



Disciplinary Action Taken			
Action	Life	General	Adjusters
Unsuitable for Licencing	0	0	0
Fines and costs	12	4	0
Suspended	0	0	0
Suspension, fines and costs	2	0	0
Suspension and costs	0	0	0
Costs only	0	1	0
Revoked	0	0	0
Cancelled	5	0	0
GRAND TOTAL	14	5	0

- 4 cancellations due to failure to upgrade
- 1 cancellation due to have E&O coverage

LICENCING DECISIONS—APRIL 1, 2006—MARCH 31, 2007

Note: There were no Life, General or Adjuster applicants found or deemed to be unsuitable to hold a licence within the 2006/2007 fiscal year.

DISCIPLINARY ACTIONS—APRIL 1, 2006—MARCH 31, 2007

SUSPENSIONS, FINES AND COSTS BY COUNCIL

Life Insurance Agent.....Suspended two (2) weeks, fine of \$750.00 and costs of \$500.00
Life Insurance Agent.....Suspended two (2) weeks, fine of \$2,000.00 and costs of \$750.00

FINES AND COSTS

Life Insurance Agent.....Fined \$250.00, assessed costs of \$250.00
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 \$500.00, assessed costs of \$250.00
Life Insurance Agent.....Fined \$500.00, assessed costs of \$250.00
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 \$1,000.00, 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 \$1,000.00
Life Insurance Agent.....Fined \$2,000.00, assessed costs of \$750.00
General Insurance Agent/Broker.....Assessed costs only of \$1,000.00
General Insurance Agent/Broker.....Fined \$500.00, assessed costs of \$500.00
General Insurance Agent/Broker.....Fined \$1,000.00, assessed costs of \$250.00
General Insurance Agent/Broker.....Fined \$2,000.00, assessed costs of \$750.00
General Insurance Agent/Broker.....Fined \$2,000.00, assessed costs of \$750.00

- *All fines imposed are payable to the Minister of Finance and are not retained by Council.*
- *Fines collected by Council, payable to the Minister of Finance totaled **\$16,250.00***
- *All or part of investigations costs may be assessed and are retained by Council.*
- *Council collected this fiscal year, costs in the amount of **\$9,325.00***

APPEALS TO THE PROVINCIAL LICENCING APPEAL BOARD

Decision	Number of Appeals
Varied	1
Dismissed	0
Withdrawn by the Agent	0



