

RIBO



BULLETIN

REGISTERED INSURANCE BROKERS OF ONTARIO

WINTER 2016 • Volume 45 • NO. 150

IN THIS ISSUE

- 2 Outgoing President's Message
- 3 Qualification & Registration Committee Report
- 3 Job Posting – Q & R Licensing Manager
- 4 Newly appointed Members of RIBO Council
- 5 Decisions of the Discipline Committee
- 6 Additions & Deletions
- 6 Council Directory
- 6 Staff Directory

PRESIDENT'S MESSAGE



TRACY MCLEAN

The 2016 Council Election was a significant milestone for RIBO, being our first conducted online. In the 'under 20' category, Katherine (Katie) Mellor received the highest number of votes. In the '20 and over' category, Hugh Fardy received the highest number of votes. Also elected to Council was Cathryn York-Sloan having received the next highest number of votes in either category. I wish to sincerely thank outgoing President Norma Hitchlock as well as fellow Council and Executive Committee members Patty Crawford and John Gelston for their collective dedication and invaluable contribution both to the Ontario public and to our profession.

This is my first opportunity to communicate with you as RIBO President, a position that Council has entrusted me on your behalf. I am indeed humbled by this opportunity and responsibility. I want to extend an invitation to all members to contact with me on any issues, comments, questions or concerns.

I am mindful of our on-going challenges and opportunities. As an example, the Ontario Government has recently announced significant changes to the regulatory framework for financial services. The 2016 Fall Economic Statement, and the concurrent introduction of Bill 70, provides a framework to replace the Financial Services Commission with a new crown agency to be called the Financial Services Regulatory Authority. The stated purpose of the Government is to modernize and establish a flexible approach to regulation and

strengthen consumer and investor protection. These changes could have significant impact on the regulation of the insurance sector, including intermediaries. We will actively monitor developments, with a keen eye on how Ontario brokers as well as RIBO may be affected.

“ We should never lose sight of the fact that self-regulation is a privilege and not a right. ”

We should never lose sight of the fact that self-regulation is a privilege and not a right. RIBO, on behalf of Ontario's brokers, must always ensure that consumers' best interests are at the forefront of our regulatory activities. It is my goal as President to ensure that our excellent reputation as a responsible regulator continues to be deserved.

Allow me to wish all of you the best for the holiday season and a healthy and prosperous New Year.

PRESIDENT'S MESSAGE

ANNUAL MEETING 2016

It has been my pleasure to serve as RIBO president for the past year and to have the opportunity to chair an organization so important to our profession.

OUTGOING PRESIDENT'S MESSAGE



NORMA HITCHLOCK

To have the confidence of council and to represent RIBO throughout the province and country has been a distinct privilege. I am particularly happy to have had the opportunity to meet so many of the members around the province. The ability to discuss issues of concern "face to face" is invaluable and I am confident that ours remains a customer focused and thoughtful profession.

This year also brings to an end my service on council, having served two terms. I wish to acknowledge and recognize the invaluable contribution of my fellow council and executive committee member Patty Crawford. Patty is also leaving council after two terms.

This year has been a period of transition with Patrick Ballantyne assuming the role of CEO upon the retirement of Jeff Bear. It has also been a year of significant change throughout the insurance world. Council along with Patrick and his dedicated RIBO team has been hard at work formulating and implementing policies aimed at benefiting both the membership and consumer public in the fulfillment of RIBO's mandate. A number of these initiatives will be touched upon in my remarks.

The membership continues to prosper and as of July 31, 2016, our year end, RIBO had 18,928 individual brokers which is the highest number since the inception of RIBO. Registered firms were at 1,147. As of July 31, 2016 the total number of examinations written including level 1, management and technical totals 3,458 – also a record number since the inception of RIBO.

With the record number of registrants and a full pipeline of new registrants, it was a clear imperative for RIBO to improve the application and renewal process. Accordingly, enhancements to the on-line renewal user interface have been successfully implemented. We continue to update and explore opportunities for enhanced functionality in our exam and registration process. Recently examination results have been available in an electronic format.

Outside of RIBO, as we all know, the Ontario government introduced another round of auto reform which became effective June 1, 2016, and primarily impacted the overages available for consumers under the statutory accident benefits portion of the automobile policy.

Prior to the changes, RIBO developed and posted on its website a comprehensive "best practices guide" which was designed to communicate expectations for brokers in serving client needs and coverage options.

Throughout the year, RIBO issued bulletins to the membership regarding the prohibition of nega-

tive option billing. Although the catalysts were changes by most insurers to overland water coverages, the underlying concept applies equally to auto renewals. The bulletins continue to reiterate that brokers must effectively communicate with their clients regarding their on-going insurance need and present appropriate coverage options. Of course, brokers must ensure that client files clearly and accurately reflect these discussions and client instructions.

RIBO has also embarked on a major overhaul of its spot check programme. The existing "spot check" programme in which we visit a brokerage every 3-5 years is primarily focused on compliance with its financial and trust fund requirements as required by legislation and regulation.

As a result, RIBO has commenced a comprehensive review to consider which broker "conduct" requirements and expectations should also be reviewed during the "spot check" in order to promote better consumer protection and broker risk management. The enhanced programme is being rolled out as I speak today.

The Registered Insurance Brokers Act and corresponding Regulations came into force in 1981 and have received only modest updates in the intervening years. It has proven to be surprisingly robust and adaptable legislation, despite the many changes in the brokerage market environment. That said, council has commenced a review of the act and its regulations, aiming to identify opportunities to update them, as necessary.

RIBO introduced half-day sessions aimed at assisting principal brokers to better understand and meet their financial compliance responsibilities. The sessions are conducted by members of our financial compliance team and have already proven to be both successful and in demand.

RIBO has implemented and successfully completed its first on-line election with the results announced today.

Council and staff are well aware that RIBO must always look ahead in order to remain relevant in an ever changing marketplace. We must continue to be a transparent, fair and progressive regulator, both for the public and the membership. We will do so by keeping open the lines of communication with our stakeholders. This will assist us to formulate and implement policies of long term benefit to the membership and public. I am confident in the future that RIBO will continue to stay ahead of the issues of the day.

I wish to sincerely thank my fellow council members, RIBO staff and all of the membership for your support, encouragement and feedback.

Qualification and Registration Committee Report



JACK LEE
CHAIR

I am honoured to be named as Chair of the Qualification and Registration Committee and I look forward to working with my fellow Council members this term.

As announced earlier, effective October 1, 2016, requests for continuing education accreditation are subject to an application fee of \$25 per course for in-house broker firm and individual broker requests. An accreditation application fee of \$100 per course will be applicable for course providers. Accreditation application forms for the in-house broker firm, individual broker and course provider requests are available from the RIBO website under the Continuing Education section.

I would also like to remind anyone who hasn't already downloaded or printed the renewed license to sign into the RIBO membership system for a copy of their 2016/2017 license. The license is available for downloading or printing and

easily accessible once signed in as these are no longer being mailed to the Principal Broker.

During the last three months we reviewed 88 requests for secondary business exemptions. The exemption breakdown was as follows: 8 individuals were granted exemptions to sell financial products, 80 individuals were granted other secondary business exemptions and 1 was refused a secondary business exemption.

The staff, Qualification and Registration Committee and I would like to extend our best wishes to everyone for a safe and happy holiday season and all the best for the new year.

Seasons Greetings!



Primary Responsibilities:

- Works closely with the Director, Qualification and Registration to provide support on operational matters
- Liaises with the broker community by advising and providing detailed information on the requirements to register broker firms
- Responds to broker firm registration inquiries
- Obtains and gathers required confidential documentation and information to ensure accurate and updated record keeping
- Maintains integrity of errors and omissions (E&O) and fidelity bond information in registration records
- Assists in the entry level examination process
- Assists with continuing education accreditation requests
- Respond effectively to inquiries and provide excellent customer service
- Other responsibilities and projects as may be determined by the Director, Qualification and Registration

Minimum Requirements:

- CAIB and/or CIP designation
- 5-10 years industry experience - specific to insurance brokerage operations
- Bachelor's degree with a strong understanding and competencies within business and finance, including accounting and legal terminology
- Proficiency in Microsoft Office Suite applications
- Excellent interpersonal and communication skills (written and verbal)
- Excellent problem-solving, time management and organizational skills
- Ability to work independently and in a team environment
- Ability to maintain confidentiality and use good judgment
- French language an asset

Location and Hours of Work:

City: Toronto
Address: 401 Bay Street, Suite 1200
Work Hours/Week: Monday - Friday, 8:30-4:30
Work Environment: Office
Travel Requirement: None

Interested applicants should submit a detailed resumé and cover letter to info@ribo.com.

RIBO is committed to fair and accessible employment practices. This includes, upon request, providing accessibility and reasonable accommodations throughout the hiring process for persons with disabilities.

We thank all applicants for their interest, but only those selected for an interview will be contacted.

Date Posted: November 10, 2016

Job Posting End Date: January 15, 2017

Newly Appointed Members of RIBO Council

Elected to Council:



HUGH FARDY
Arthur J. Gallagher
Canada Limited



KATIE MELLOR
Chris Mellor Insurance
Brokers Ltd.



CATHY YORK-SLOAN
Canada Brokerlink
(Ontario) Inc.

Appointed by Council
to Fill Vacancy



GEORGE LONGO
Towerhill Insurance
Brokers Inc.

RIBO Council Officers



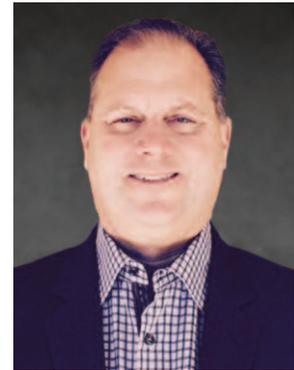
TRACY MCLEAN
President



JACK LEE
Vice-President



SCOTT BELL
Treasurer



PETER BLODGETT
Secretary

DECISIONS OF THE **DISCIPLINE COMMITTEE**

CAUTION While the information contained below is public, members should take caution that inappropriate use of this information may be considered to be an act of misconduct.

Noel Francine Smith
Registration Number: R10970
Ajax, Ontario

HEARING DATE: October 6, 2016

MISCONDUCT: Ontario Regulation 991, s. 15(14)

PARTICULARS OF THE COMPLAINT:

Noel Francine Smith is a registered insurance broker conducting business in the Town of Ajax, Ontario.

RIBO received information that Ms. Noel Francine Smith may have committed misconduct by failing to answer "yes" to question 4 of the RIBO license renewal form on two occasions in 1992 and 2008.

DISCIPLINE COMMITTEE'S DISPOSITION

At the onset of the hearing, Ms. Noel Francine Smith waived her right to Counsel.

Also at the onset of the hearing, Mr. Gil St. Martin declared that he previously sat on a panel that heard a previous case of Ms. Noel Francine Smith back in 2008. Ms. Noel Francine Smith waived this potential conflict of interest and the hearing proceeded.

The Discipline Committee accepted the plea of guilty by Noel Francine Smith and accepts the evidence adduced by RIBO in support of the plea of guilty, including an Agreed Statement of Fact and Joint Submission as to penalty, signed on July 19th, 2016 by Noel Francine Smith, and finds that Noel Francine Smith is guilty of misconduct as set out in the Direction. The Discipline Committee, therefore, ordered:

- (a) that Noel Francine Smith pay a fine in the amount of \$2,500.00 by cheque made payable to the Minister of Finance and to be received by RIBO no later than October 31, 2016.

Ryan Trunk
Registration Number: S31521
Kitchener, Ontario

HEARING DATE: October 6, 2016

MISCONDUCT: Ontario Regulation 991, ss. 14(1) and (3)

PARTICULARS OF THE COMPLAINT:

Ryan Trunk was a registered insurance broker conducting business in the Waterloo area.

RIBO received information that Mr. Ryan Trunk may have failed to discharge duties to clients, fellow members and insurers with integrity, as a result of:

- not providing insurance coverage as requested by the client, and
- allowing gaps in coverage to occur before placing insurance on behalf of a client.

Further that Ryan Trunk may have failed to serve the member's clients in a conscientious, diligent and efficient manner and may have failed to provide a quality of service at least equal to that which members would generally expect, as a result of altering the original applications and not submitting the applications to the insurer to place coverage for his clients.

DISCIPLINE COMMITTEE'S DISPOSITION

The Discipline Committee accepted the plea of guilty given by RIBO acting as Agent on behalf of Ryan Trunk and accepts the evidence adduced by RIBO in support of the plea of guilty, including an Agreed Statement of Fact and Joint Submission as to penalty, signed on July 22, 2016 by Ryan Trunk and finds that Ryan Trunk is guilty of misconduct as set out in the Direction. The Discipline Committee, therefore, ordered:

- (a) that the Certificate of Registration of Ryan Trunk be suspended for not less than sixty (60) days from the date of this Decision.
- (b) that a recommendation be made to the Qualification and Registration Committee that his Certificate of Registration is to remain "Acting Under Supervision" for not less than five (5) years.

ADDITIONS & DELETIONS FROM THE RIBO REGISTER

SEPTEMBER 1, 2016 – NOVEMBER 30, 2016

A D D I T I O N S

Ribo No.	Broker	City
3935	Pen Underwriting Canada Limited	Burlington
3936	Watford Insurance Brokers Inc.	Unionville
3937	Catlin Canada Inc.	Toronto
3943	Insurewise Brokerage Inc.	Toronto
3950	Stewart Specialty Risk Underwriting Ltd.	Toronto
3953	Seafirst Insurance Brokers Ltd	Brentwood Bay
3954	Zensurance Brokers Inc. O/A Zensurance	Toronto
3957	Kase Insurance Inc.	Toronto
3958	Ignite Services Inc.	Waterloo

D E L E T I O N S

Ribo No.	Broker	City
115	Baldanza Insurance Brokers Ltd	Toronto
1018	Hunter, Wilson & Kelly Ltd.	Beamsville
2944	Cornerstone Insurance Brokers Limited	Woodbridge
3357	Tina Nitu and Associates Insurance Brokers Inc.	Kitchener
3769	Ned Insurance O/B 241 1214 Ontario Inc.	Stoney Creek
3829	Austen Insurance Brokers Ltd.	Milton
3871	Coach Insurance Brokers Inc.	Toronto

COUNCIL DIRECTORY

Registered Insurance Brokers of Ontario

PRESIDENT

Tracy McLean
Moore-McLean Insurance
Group Ltd.
48 Yonge Street
Suite 900
Toronto, ON M5E 1G6
Tel: (416) 364-4000
Fax: (416) 364-5708
tracy@mooremclean.com

VICE-PRESIDENT

Jack Lee
BFL CANADA Risk and Insurance
Services Inc.
181 University Avenue, Suite 1700
Toronto, ON M5H 3M7
Tel: (416) 599-5530
Fax: (416) 599-5458
jlee@bflcanada.ca

TREASURER

Scott Bell
AP Insurance Brokers Inc.
1423 Upper Ottawa Street,
Unit 11
Hamilton, ON L8W 3J6
Tel: (905) 389-2822
Fax: (905) 389-5819
scottb@apont.ca

SECRETARY

Peter Blodgett
Darling Insurance
& Realty Ltd.
193 Aylmer Street
P.O. Box 385
Peterborough, ON K9J 6Z3
Tel: (705) 742-4245, ext. 226
pblodgett@darlinginsurance.net

ELECTED MEMBERS

Hugh Fardy
Arthur J. Gallagher
Canada Limited
120 South Tower Centre Blvd.
Markham, ON L6G 1C3
Tel: (905) 752-8734, ext. 8734
Hugh_Fardy@ajg.com

Marianna Michael
Canfinse Group Inc.
5000 Dufferin Street
Suite 219
Toronto, ON M3H 5T5
Tel: (416) 667-9177
mariannam@canfinse.com

George Longo
Towerhill Insurance
Brokers Inc.
405 Britannia Road East
Suite 208
Mississauga, ON L4Z 3E6
Tel: (905) 890-6610, ext. 221
Cell: (416) 882-4002
glongo@towerhillinsurance.ca

Katie Mellor
Chris Mellor Insurance
Brokers Ltd.
303-1315 Lawrence
Avenue East
Toronto, ON M3A 3R3
Tel: (416) 444-4405
katie@cmins.ca

Cathy York-Sloan
Canada Brokerlink
(Ontario) Inc.
48 Yonge Street
Suite 700
Toronto, ON M5E 1G6
Tel: (416) 860-5252
Cell: (416) 459-6705
cyorkloan@brokerlink.ca

PUBLIC MEMBERS

Nick Dzudz
Mariette Matos
Diane Scott
Rob Walters

P.O. Box 45
401 Bay Street, Suite 1200
Toronto, ON M5H 2Y4
Tel: (416) 365-1900 • Fax: (416) 365-7664



STAFF DIRECTORY

Registered Insurance Brokers of Ontario

CHIEF EXECUTIVE OFFICER

Patrick Ballantyne
patrick@ribo.com

Executive Assistant

Lise Clements
lise@ribo.com

Receptionist

Sheron Fraser
sheron@ribo.com

ADMINISTRATION & FINANCE

Director

Winston Koo
winston@ribo.com

System Administrator

Gustavo Blandon
gustavo@ribo.com

Registration/Data Entry

Valrie Bailey
valrie@ribo.com

Irene Chung
irene@ribo.com

Christopher Thorn
christopher@ribo.com

Accounting

Erica Lo
erica@ribo.com

COMMUNICATIONS

Communications Coordinator

Lise Clements
lise@ribo.com

COMPLAINTS & INVESTIGATIONS

Director

Tim Goff
tim@ribo.com

Complaints Officer

Barbara Dalgleish-Reid
barbara@ribo.com

Senior Investigators

Nadine Martin
nadine@ribo.com

Crystal Skyvington
crystal@ribo.com

Arthur Kosikowski
arthur@ribo.com

Legal and Administrative Coordinator

Angela Daley
angela@ribo.com

Compliance Coordinator

Diana Campoli
diana@ribo.com

Senior Investigator

Michael Buck
michael@ribo.com

Senior Examiners

Debbie Lee
debbie@ribo.com

Wendy Wu
wendy@ribo.com

CORPORATION LEGAL SERVICES

General Counsel

John Goldsmith
john@ribo.com

Legal Assistant

Angela Daley
angela@ribo.com

QUALIFICATION & REGISTRATION

Director

Vivian Lee
vivian@ribo.com

Licensing Coordinator

Tracy Cullen
tracy@ribo.com

Examination Coordinator

Laurie Reynolds
laurie@ribo.com

Administrative Assistant

Calvin Chan
calvin@ribo.com

RIBO Office: (416) 365-1900 or 1-800-265-3097 Fax: (416) 365-7664
P.O. Box 45, 401 Bay Street, Suite 1200, Simpson Tower, Toronto, ON M5H 2Y4

PLEASE VISIT OUR WEBSITE AT WWW.RIBO.COM



is the self-regulatory body for general insurance brokers in Ontario.

