



**Graham Haigh, BA, FCIP, CAIB**

## PRESIDENT'S MESSAGE

It was just over eight years ago when I received a call from **Phil Cunningham** who at the time was the Chair of the CIP Society of BC and later became the Insurance Institute of BC's President for the 2004/2005 term. Phil asked if I'd like to join his committee. He indicated that being involved in the Institute was a great opportunity to network with others in the business as well as to give back by contributing to the daily experience of the IIBC's membership as they head down their chosen educational path. While this is eight years late, I'd sincerely like to thank Phil for that phone call. My time with the Institute has included some of the most treasured memories of my career.

The last eight years has been a period of great growth for the organization. At our last Annual General Meeting, the Institute reported combined revenues of \$800,000. In achieving this result, our amazing instructors taught 929 in-class students. The quality of our students and instructors is so high that BC achieved an in class pass rate of 86% – a full 9% higher than the national average.

Like that favourite elementary or high school teacher you remember no matter how far removed from that time of your life, I continually hear from our members about the incredible impact our instructors have had on their careers. A sincere thank you to our instructors for all the work they do in raising the level of professionalism of our industry.

Along with financial growth, we have been focused on improving the visibility of our CIP brand in the eyes of our membership and the insurance consumer. The Marketing and Communications committee is tasked with this job. In support of this objective they conducted the following over the last 12 months:

- billboard campaign in Vancouver/Victoria/Kelowna in February
- brand marketing around ICBC's head office in North Vancouver in June
- brand marketing in Kelowna for the IBABC and CUISA conventions in May
- CIP ads in Business in Vancouver and BC Business magazines
- cover ad on BC's Insurance Directory
- annual graduate ad in the Vancouver Sun and the BC Broker.

These various campaigns have the specific goals of: raising the insurance consumers' awareness of the benefits of doing business with an insurance professional who has their CIP designation, and growing our membership and course intake within the broker and ICBC communities. These two markets are presently under-represented in our membership numbers and will remain a focus of our organization in the coming year.

We are also excited to have played a leading role in the establishment, and funding, of BCIT's General Insurance and Risk Management Program scheduled to start in September 2008. This supports another organizational goal that really is an industry issue too, and that is the recruitment and retention of fresh blood to the wonderful world of insurance. Combining this program with the efforts of our Ambassadors who met with 1000 high school students last year to talk about career opportunities in the insurance industry, you can see how committed we are to being part of the recruitment solution.

Our organization will continue to evolve in the years to come. I am confident that given the quality of the volunteers who make up your council plus the amazing efforts of our office staff, that the best interests of our members, students, and graduates are, and will continue to be, well looked after. During my time as President, I commit to working hard to live up to the expectations of our membership and the legacy of those that have come before me in the role.

**Graham Haigh, BA, FCIP, CAIB**  
*President, Insurance Institute of BC*

## BC STAFF

**Sarah Bartfai**  
*Customer Service Representative*  
[sbartfai@insuranceinstitute.ca](mailto:sbartfai@insuranceinstitute.ca)  
604-681-5491 ext. 23

**Danielle Bolduc**  
*Manager*  
[dbolduc@insuranceinstitute.ca](mailto:dbolduc@insuranceinstitute.ca)  
604-681-5491 ext. 22

**Karen Cotter**  
*Education Coordinator*  
[kcotter@insuranceinstitute.ca](mailto:kcotter@insuranceinstitute.ca)  
604-681-5491 ext. 29

**Kim Durocher**  
*Seminars & Events Coordinator*  
[kdurocher@insuranceinstitute.ca](mailto:kdurocher@insuranceinstitute.ca)  
604-681-5491 ext. 21

## Mark Your Calendar

<i>August 16</i>	CIP Examination Results release date – July Exams
<i>August 22</i>	CIP In-Class Registration deadline – Fall Semester
<i>September 8</i>	CIP In-Class Courses begin – Fall Semester
<i>September 8</i>	Ambassador Training, Vancouver
<i>September 9</i>	Negotiation Skills Workshop, Justice Institute, New Westminster
<i>September 9</i>	GIE Level 1 Licensing Course (Broker/Adjuster), Camosun College, Victoria
<i>September 20</i>	GIE Level 1 Licensing Course (Broker/Adjuster), Douglas College, New Westminster
<i>September 23 AM</i>	Study for Success Workshop, Vancouver
<i>September 23 PM</i>	Speed Reading Workshop, Vancouver
<i>September (date TBA)</i>	Instructors' Professional Day, Vancouver
<i>October (date TBA)</i>	Mock Trial Seminar, Vancouver Island & Kelowna
<i>November 5</i>	Feed the Minds of Youth, Vancouver
<i>November 27</i>	Convocation & Awards Luncheon, Hyatt Regency Hotel, Vancouver
<i>November 28</i>	Convocation & Awards Dinner, Victoria Golf Club, Victoria
<i>December 1-5</i>	National CIP Examination Week – Fall Semester
<i>Winter 2009</i>	Directors & Officers' CIP Society Seminar, Vancouver & Victoria
<i>January 10</i>	CIP Examination Results release date – December Exams
<i>January (date TBA)</i>	Advanced Business Interruption, CIP Society Seminar, Kelowna
<i>Spring 2009</i>	Anatomy of a Liar, Vancouver

For more information on courses and seminars, please visit: [www.iibc.org](http://www.iibc.org) and [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca)

*If you received this newsletter by post, please contact the Insurance Institute of BC at [IIBCmail@insuranceinstitute.ca](mailto:IIBCmail@insuranceinstitute.ca) to provide us with your email address.*

# Vancouver Island Chapter Report

by Muriel Sitter, CIP, CRM, CAIB, *President, Vancouver Island Chapter*

The Vancouver Island Chapter had a successful 2007-2008. As of April 2008 the Vancouver Island Chapter had 510 paid members, which is an 8.5% increase over last year.

On June 25, 2008, we hosted our Second Annual CIP Golf Tournament by popular demand at the Cedar Hill Golf Course in Victoria. The fifty-six participants enjoyed sunny skies, warm weather and an afternoon of great camaraderie. Congratulations to the foursome of **Phil Wynne, Bert Zantingh, Lorne Olsen, and Lou Fierra** for their first place finish (see photo below)! To view your team picture, please go to [www.photobucket.com](http://www.photobucket.com) – User Name: **iibcpics** / Password: **institute**



The Executive would like to thank the following companies for their continued support with both hole sponsorships and donations of great door prizes:

- |                            |                                 |                          |
|----------------------------|---------------------------------|--------------------------|
| Aviva Canada Inc.          | Belfor Restoration Services     | Canadian Northern Shield |
| Carfra & Lawton            | Coast Capital Insurance         | Downs Construction Ltd   |
| Economical Insurance Group | Elite Insurance                 | Excel Adjustco Inc.      |
| Harbord Insurance Services | ICBC                            | ING Insurance Company    |
| Megson Fitzpatrick Inc.    | R.S. Restoration Services       | Royal & SunAlliance      |
| SCM Adjusters Canada Ltd   | Sovereign General Insurance Co. | Thrifty Foods            |
| Wesley Maier Goldsmith's   |                                 |                          |



## 2008-2009 Vancouver Island Council Members

### PRESIDENT

**Muriel Sitter**, CIP, CRM, CAIB  
Coast Capital Insurance Services Ltd.

### PAST PRESIDENT

**Colleen Gustafson**, CIP  
Insurance Corporation of British Columbia

### SECRETARY/TREASURER

**Lucie Ferguson**, CIP, CRM, CAIB  
Coast Capital Insurance Services Ltd.

### EDUCATION CHAIR

**Dale Rogoza**, CIP, CRM  
Kernaghan Adjusters Limited

### SEMINARS CHAIR

**Kurt Meyer**, BBA, FCIP  
Canadian Northern Shield Insurance Company

### EVENTS CHAIR

**Donna Salahor**, CIP  
ING Insurance Company of Canada

### COMMITTEE MEMBERS

**Sylvia Bernat**, CIP  
ING Insurance Company of Canada

**Lorraine Cuthbert**, CIP, CAIB  
Coast Capital Insurance Services Ltd.

**Jim Robinson**, FCIP, CRM  
Aviva Canada Inc.

**Scott Wallace**, CIP, CAIB  
Christie-Phoenix (Victoria) Ltd.

The Vancouver Island Seminar Committee is pleased to have offered the following seminars in Victoria in 2007-2008: **CSI Victoria** held on March 6th; **Equipment & Machinery Breakdown** held on April 17th; and **Marine Seminar** held on June 9th. We look forward to offer more industry relevant seminars in 2008-2009.

For this Fall semester, CIP classes are being offered in Victoria and Nanaimo. We will also offer another GIE licensing course through Camosun College, School of Business. We owe our thanks to **Maurice McFadden**, CIP, Insurance Corporation of British Columbia for all the work he has done both liaising with Camosun College on behalf of the Executive and teaching the course.

The Vancouver Island Chapter looks forward to a great 2008-2009 year, so stay tuned for further updates!

# 2008 CIP Society of BC Golf Tournament

by Lee A. Vevers, CIP, Chair, CIP Golf Tournament

It was again an honour to chair the 6th Annual CIP Society of BC Golf Tournament held Thursday, June 5, 2008 at Newlands Golf & Country Club in Langley, BC. This year's tournament was a great success, it was sold out several weeks in advance. Amazingly, despite our challenges with the weatherman, it was fully attended.

Outgoing IIBC president **Andrew Janzen**, BComm, FCIP, FRM, CAIB, delivered a message about giving back. The CIP graduates give back by promoting the CIP designation, and the Institute gives back to the industry by expanding courses and seminars in Victoria and Kelowna, and gives back to future generations through **Career Connections**.

There is no question our success was directly related to the quality of the level of the function which was delivered by not only the Newlands staff, but also by our committee, volunteers and **Kim Durocher**. Most importantly, we want to thank all our sponsors!

**Wine Sponsor:** Mutual Fire Insurance Company of BC  
**Golf Cart Sponsor:** Belfor Restoration  
**Lunch Sponsor:** Firstonsite Restoration  
**Liability Insurance Sponsor:** All Sport Insurance Marketing Ltd  
**Hole in One Sponsors:** BFL Canada Insurance Services Inc  
 First General Services Ins  
 SCM Adjusters Canada Ltd

**Hole Sponsors:** Advance Claims Service Ltd  
 Aon Reed Stenhouse  
 Aviva Insurance Company of Canada  
 BCAA Insurance Corporation  
 Canadian Northern Shield / RSA  
 Crawford Adjusters Canada  
 The Economical Insurance Group  
 Gore Mutual Insurance Company  
 ING Insurance Company of Canada  
 Insurance Corporation of BC  
 Jardine Lloyd Thompson Canada Inc  
 Mardon & Campbell Insurance Brokers (White Rock)  
 Matson, Driscoll & Damico  
 The Wawanesa Mutual Insurance Company



We were happy to present WICC with a cheque for \$1000 (at left, **Andrew Janzen** presenting the cheque to **Mike Sully**). This donation would not be possible without the proceeds collected from the hole sponsors and mulligan sales from our golfers – thank you!

Congratulations to all winners! 1st Place Team: **Will Cook, Aryn Amlani, Derrick Filoon and Michael Jobson** (see photo, right); 2nd Place Team: **Glenda Ouellette, Fred Squires, Brian Cheng and Jim McGinnis**; 3rd Place Team: **James Orr, Martin Clingwall, Nancy Wilson and Dave Armstrong** and to **Lai Jean Wall** (ladies longest drive), **Derrick Filoon** (men's longest drive), **Nancy Wilson** (ladies closest to the pin) and **Darin Nessel** (men's closest to the pin).

To view your team picture, please go to [www.photobucket.com](http://www.photobucket.com) – User Name: **iibcpics** / Password: **institute**

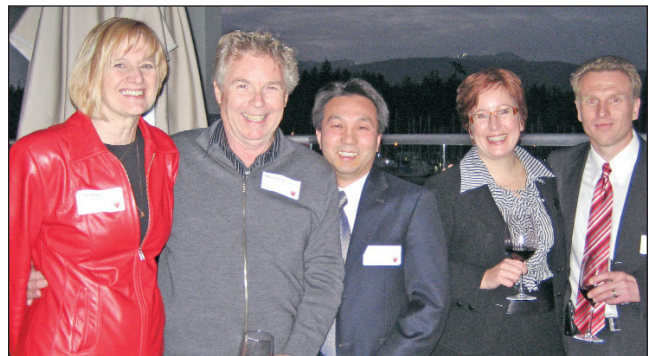
Again, we sincerely appreciate the efforts of all who took the time to support our tournament and our professional designation. We look forward to seeing you again next year.



## Getting a “LIFT” to the Top!

The Insurance Institute of BC hosted its third annual “At the Top” networking event on March 12. This year’s event was held at trendy waterfront restaurant LIFT.

IIBC president **Andrew Janzen** welcomed almost 100 guests, including brokers, adjusters, and insurers. The buzz event featured infinite relationship-building opportunities, great food, good prizes and a wonderful view on a beautiful clear evening.



## Toast Our Success

On May 28th, 2008, the Insurance Institute of BC hosted the ‘Toast to our Success’ event at the Hyatt Regency Hotel in Vancouver. The event was held to recognize the outstanding work and dedication of the B.C. Ambassadors and the great success of the Ambassador program. The following Ambassadors were presented with a certificate or plaque at the reception: **Andrew Janzen**, BComm, FCIP, FRM, CAIB, Mardon & Campbell Ins. Brokers (White Rock) Ltd.; **Anna Muehling**, BA, Family Insurance Solutions Inc.; **Betty Cuff**, Axa Pacific Insurance; **Brent Lexier**, BA, CIP, SCM Adjusters Canada; **Carol Kuzyk**, FCIP, CRM; **David Johnston**, BA, FCIP, CRM, ICBC; **Donna Wingenbach**, CIP, Aviva Canada Inc.; **Drinda Ribeiro**, BSc, FCIP, FRM, CIM, Canadian Direct Insurance; **Emilia Sulpizio**, CIP, CRM, CAIB, Mardon Group Insurance; **Irene Fehr**, BSc, CIP, Economical Insurance Group; **Jennifer Perry**, CHRP, CPM, HUB International Insurance Brokers; **John Graves**, BA, CIP, CSP, ICBC; **Karen Cotter**, BA, CIP, The Insurance Institute of BC; **Linda Westerlund**, FCIP, FRM, Westland Insurance; **Maurice McFadden**, CIP, ICBC; **Pierre Chavigny**, CIP, CRM, SCM Adjusters Canada; **Rhonda Palmer**, CIP, SCM Adjusters Canada; **Sara Mehrjou**, BA, CIP, ACS, Gore Mutual Insurance Co.; **Sarah Newman**, BA, CIP, Aviva Insurance Company of Canada.

Special recognition was given to **Pierre Chavigny** and **Jennifer Perry** (pictured, right) for going above and beyond; completing numerous presentations and helping new Ambassadors get a feel for the program. Congratulations to all Ambassadors and thank you for supporting the program!

The goal of the Ambassador program is to help motivate and inspire young people to think about the insurance industry as a possible career path; the Ambassador Program brings real life stories into the classroom where industry professionals share their career and education journey with students. Our trained Ambassadors communicate how much our industry has to offer, and often testify to how their careers are deeply satisfying and ever-changing. When one of our Ambassadors is invited to a classroom, students receive the benefit of learning how an insurance industry professional helps people meet their varied needs for insurance protection and help them through their time of loss. Ambassadors can bring a career in insurance to life for students.

If you are interested in the Ambassador program, please feel free to contact our office for more information. We have an Ambassador training day scheduled for September 8, 2008 and would love for any interested insurance professionals to attend.



# Academic Division Report

by Shaun Sinclair, MBA, FCIP, CRM, *Vice-President, Academic Division*

For those of you who read my report last year, I can tell you that no one peeled me a grape, I didn't hob nob with any politicians or meet any movie stars (I do think I caught a glimpse of Bro Jake at the Keg, so that's pretty good)—all things I thought Vice-Presidents would do. Instead I was able to work with some great people in the Professional Division and meet a wide variety of people who volunteer with the Institute. We are all here to make the IIBC the best it can be. One of the goals of the executive team is to provide high quality educational programs for the general insurance community and to address and meet our membership needs. As Vice-President of the Academic Division I am here to support our committees to achieve that goal.

We have one returning committee chair this year, **Helena Dolan**, BMath, FCIP, CRM of ING Insurance Company of Canada who will again chair the *Marketing and Communications Committee*. In her first year as a Committee Chair, she supported an incredible team of volunteers that managed to promote our programs and designations through targeted newspaper and magazine advertisements, not to mention the bus shelter and billboard ads in BC's major centres. We are looking forward to another great year from the *Marketing and Communications Committee*.

**Drinda Ribeiro**, BSc, FCIP, FRM, CIM of Canadian Direct Insurance is moving from Chair of the *Education Committee* to Chair of the *Operations Committee*. In this new role, Drinda will support a team of volunteers who are responsible for special activities, events and awards of the IIBC – the largest event being the convocation award ceremony that celebrates our graduates. I am looking forward to supporting Drinda and her team this year.

**Jasmine Kaila**, BA, CIP of the Insurance Corporation of BC is the newest Chair in the Academic Division. She will Chair the *Education Committee* this year. The *Education Committee* will actively implement and research the educational needs of students by researching techniques that will improve the quality and delivery of IIBC products and services. A big Academic Division welcome to Jasmine. We look forward to working with her and her team of volunteers this term.

The Academic Division has a superlative group of Committee Chairs and volunteers this year who I am sure are going to exceed expectations. If you are interested in joining a committee or becoming an instructor with the IIBC, please contact any one of us on the Executive, or if one particular committee appeals to you, feel free to contact the Committee Chair directly. Volunteering for the Institute is rewarding and fun; we strongly encourage you to join one of the teams. We would all love to hear from you.

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# Professional Division Report

by Mike Dakin, BA, CIP, *Vice-President, Professional Division*

I've been involved with the Insurance Institute of BC now for about three years and I've got to say that it's been a blast! The Institute is growing with many exciting marketing, professional development and special events happening in support of the industry. My involvement in the IIBC has provided new opportunities to meet some really great people – and to learn more about the industry. It's been very rewarding.

This is an exciting year for the Professional Division.

We are very pleased to have **Jennifer Perry**, CHRP, CPM from Hub International Insurance Brokers join the IIBC Council this year to lead the *Career Connections Committee*. The committee's mandate is to develop and implement programs to promote careers in the insurance industry to high schools. Last year, Ambassadors gave over 51 talks to secondary and post secondary students throughout BC. Jennifer has a strong Human Resources background and her chairing of the *Career Connections Committee* is a natural fit for her and we're lucky to have her with us. The challenge of recruiting new talent to the insurance industry is, like many other industries, very significant and a growing concern. Our Ambassadors, through our Career Connections Committee, represent the BC Insurance Industry with an important "on the ground" presence with young people at the early stages of their career choices. I'm confident we'll have another strong year.

We are very fortunate to have **Monika Leukefeld**, CIP, CAIB, of BFL Canada Insurance Services returning this year as chair of the *CIP Events and Seminar Committee*. The overall purpose of the *CIP Seminars and Events Committee* is to develop a series of seminars events and programs that will meet the needs of the IIBC membership. This committee did a fantastic job last year of developing, promoting and executing a number of great seminars and events. I encourage IIBC members to sign up for at least one of these seminars this year. They're highly informative, interesting, and offer the opportunity to connect with colleagues in the industry.

Last, but not least is the *Future Directions Committee*. After a "banner year" last year chairing the *Career Connections Committee*, this year the *Future Directions Committee* will be chaired by **Pierre Chavigny**, CIP, CRM of SCM Adjusters Canada. The mandate for the *Future Directions Committee* is to develop and maintain a plan of current and future strategies that will allow the IIBC to grow and become more successful. Last year, we conducted a review of the IIBC Strategic Plan and this year the committee will be addressing the outcomes of the report as well as continuing to provide support for the ongoing development of a new committee in the Interior of BC.

I am honoured to be supporting the Professional Division this year. We have a great group of Committee Chairs and volunteers who I am sure are going to exceed expectations. We've always got some room for others interested in getting involved. It's rewarding and fun and a great way to connect with others in the industry. Give us a call!

# Licensing Courses – Fall 2008

## Licensing Program

### General Insurance Salesperson / Adjuster Level 1 License General Insurance Essentials (GIE) – Part 1 & 2

This course provides the training required by the Insurance Council of BC for anyone wanting to obtain a Level 1 Salesperson (Broker) or Level 1 Adjusters License. It introduces the student to the insurance business, insurance intermediaries, the insurance company, basic documents, insurance practices and automobile insurance. In addition, the course covers, at an introductory level, law and insurance, insurance contracts, insurance organizations, fire insurance, the Homeowner's policy, personal lines policies, liability insurance, commercial insurance coverages, reinsurance, risk management and loss prevention. **Within one year of completing the program, the successful candidate must obtain the sponsorship (employment) of a licensed insurance agency or broker in order to obtain a Level 1 license through the Insurance Council of BC.**

*Douglas College Continuing Professional Education and Camosun College School of Business, in partnership with the Insurance Institute of British Columbia (IIBC), are pleased to offer insurance licensing programs for classroom instruction. All students must be current, registered members of the Insurance Institute of British Columbia.*

#### DOUGLAS COLLEGE (New Westminster):

**Instructor:** Wayne Hickey, FCIP, CRM  
**Location:** New Westminster Campus  
**Dates:** September 20 – November 15, 2008 (no class September 27 & October 11)  
**Times:** Saturday, 9:00 am - 4:00 pm (7 sessions)  
**Fee:** \$560 (includes \$60 IIBC membership fee) plus textbooks  
**CRN:** 31171  
**Textbooks:** General Insurance Essentials – Part 1 and Part 2  
For more information, please access: [www.douglas.bc.ca/ce/cba](http://www.douglas.bc.ca/ce/cba)

#### CAMOSUN COLLEGE (Victoria):

**Instructor:** Maurice McFadden, CIP  
**Location:** Interurban Campus  
**Dates:** September 9 – December 16, 2008 (no class on November 11)  
**Time:** Tuesdays, 6:30 - 9:30 pm (14 sessions)  
**Fee:** \$560 (includes \$60 IIBC membership fee) plus textbooks  
**Course Code:** 2008F IIBC 500V 001  
**Textbooks:** General Insurance Essentials – Part 1 and Part 2  
For more information, please visit: <http://www.bus.camosun.bc.ca/ce>

#### Free Information Session

Thursday, August 28, 2008 from 6:30-8:00 pm; please call 250-370-3550 to register.  
**Course Code:** 2008S IIBC 990V 001

#### HOME STUDY (Continuous uptake; up to one year to write successful exam):

**Fee:** \$435, includes \$60 IIBC membership fee, textbooks and exam  
**Textbooks:** General Insurance Essentials – Part 1 and Part 2  
For more information, please access: [http://www.iibc.org/licensing\\_program.htm](http://www.iibc.org/licensing_program.htm)

## Governing Council 2008-2009

### PRESIDENT

Graham Haigh, BA, FCIP, CAIB  
Gore Mutual Insurance Company  
[ghaigh@goremutual.ca](mailto:ghaigh@goremutual.ca)

### 1st VICE PRESIDENT – ACADEMIC DIVISION

Shaun Sinclair, MBA, FCIP, CRM  
Telus Communications Inc.  
[shaun.sinclair@telus.com](mailto:shaun.sinclair@telus.com)

### 2nd VICE PRESIDENT – PROFESSIONAL DIVISION

Mike Dakin, BA, CIP  
Insurance Corporation of British Columbia  
[mike.dakin@icbc.com](mailto:mike.dakin@icbc.com)

### SECRETARY / TREASURER

Wes M. Chowen, BA, CIP, CRM  
McLarens Canada  
[wesley.chowen@mcclarens.ca](mailto:wesley.chowen@mcclarens.ca)

### PAST PRESIDENT

Andrew Janzen, BComm, FCIP, FRM, CAIB  
Mardon & Campbell Ins. Brokers (White Rock) Ltd.  
[ajanzen@mardoncampbell.com](mailto:ajanzen@mardoncampbell.com)

### VANCOUVER ISLAND CHAPTER PRESIDENT

Muriel Sitter, CIP, CRM, CAIB  
Coast Capital Insurance Services  
[muriel.sitter@coastcapitalsavings.com](mailto:muriel.sitter@coastcapitalsavings.com)

### CAREER CONNECTIONS

Jennifer Perry, CHR, CPM  
HUB International Insurance Brokers  
[jennifer.perry@hubinternational.com](mailto:jennifer.perry@hubinternational.com)

### CIP EVENTS & SEMINARS

Monika Leukefeld, CIP, CAIB  
BFL Canada Insurance Services  
[mleukefeld@BFLCanada.ca](mailto:mleukefeld@BFLCanada.ca)

### EDUCATION

Jasmine Kaila, BA, CIP  
Insurance Corporation of British Columbia  
[jasmine.kaila@icbc.com](mailto:jasmine.kaila@icbc.com)

### FUTURE DIRECTIONS

Pierre Chavigny, CIP, CRM  
SCM Adjusters Canada Ltd.  
[pchavigny@scm.ca](mailto:pchavigny@scm.ca)

### MARKETING AND COMMUNICATIONS

Helena Dolan, BMath, FCIP, CRM  
ING Insurance Company of Canada  
[helena.dolan@ingcanada.com](mailto:helena.dolan@ingcanada.com)

### OPERATIONS

Drinda Ribeiro, BSc, FCIP, FRM, CIM  
Canadian Direct Insurance Inc  
[drinda\\_ribeiro@canadiandirect.ca](mailto:drinda_ribeiro@canadiandirect.ca)

## FALL 2008 – IN-CLASS CIP COURSE SCHEDULE

**Registration Deadlines EARLY: July 7-31 / STANDARD: August 1-22, 2008** (Deadlines apply to both **Fast Track** and **Evening Class**)

**LATE REGISTRATION FEE EFFECTIVE AUGUST 23:** Late registrations will be accepted subject to \$55 late fee and space availability.

*Schedule subject to changes – check often for updates*

### FAST TRACK – Fall 2008 \*mandatory course

COURSE NUMBER & TITLE	INSTRUCTOR	DAYS	DATES	TIME	LOCATION	EXAM DATE
C11* Principles & Practice of Insurance <i>must be taken as one of first four courses</i>	Rick Pickens	4 Sat	Nov. 1, 8, 15, 22	9am-4pm	New West	Dec 1 @ 9:30am
C13* Insurance Against Liability	Kerry McLaughlin	2 Fri / Sat	Nov. 7, 8, 21, 22	9am-4pm	North Van	Dec 2 @ 1:30pm
C14* Automobile Insurance	Martin Dunstan	4 Sat	Nov. 1, 8, 15, 22	9am-4pm	Downtown	Dec 5 @ 9:30am
C32 Bodily Injury Claims	Kerry McLaughlin	2 Fri / Sat	Nov. 14, 15, 28, 29	9am-4pm	Surrey	Dec 5 @ 1:30pm
C130 Essential Skills for the Broker / Agent	Carol Kuzyk	4 Sat	Nov. 1, 8, 15, 22	8:30am-4pm	Downtown	Dec 2 @ 9:30am
C12* Insurance on Property	Scott Tumak	4 Sat	Nov. 1, 8, 15, 22	9am-4pm	Kelowna	Dec 3 @ 9:30am

### ONLINE – Fall 2008 \*mandatory course

COURSE NUMBER & TITLE	INSTRUCTOR	DAYS	DATES	TIME	LOCATION	EXAM DATE
C14* Automobile Insurance	Monica Woldring	Mon / Thurs	Oct. 16 - Nov. 24	6:30pm-8:30pm	Online	Dec 5 @ 9:30am

### EVENING CLASS – Fall 2008 (1 night / week, 2.5 hours for 11 weeks) \*mandatory course

#### LOWER MAINLAND *Address of locations listed on next page*

COURSE NUMBER & TITLE	INSTRUCTOR	DAY	START TIME	DATE OF 1ST CLASS	LOCATION	EXAM DATE
C11* Principles & Practice of Insurance <i>must be taken as one of first four courses</i>	Rick Pickens		<b>FAST TRACK – SEE ABOVE</b>		New West	
	Carol Herron	Thurs	5:15pm	Sept 11	North Van	Dec 1 @ 9:30am
	Darlene McBride	Mon	5:15pm	Sept 8	Aviva	
C12* Insurance on Property	Drinda Ribeiro	Mon	5:15pm	Sept 8	Downtown	Dec 3 @ 9:30am
	Drinda Ribeiro	Wed	6:30pm	Sept 10	Surrey	
C13* Insurance Against Liability	Mark Woodall	Thur	5:15pm	Sept 11	Downtown	Dec 2 @ 1:30pm
	Kerry McLaughlin		<b>FAST TRACK – SEE ABOVE</b>		North Van	
C14* Automobile Insurance	Tim Provenzano	Tues	5:15pm	Sept 9	Downtown	
	Martin Dunstan		<b>FAST TRACK – SEE ABOVE</b>		Downtown	Dec 5 @ 9:30am
	Monica Woldring		<b>ONLINE WEB COURSE – SEE ABOVE</b>		Online	
C16* Business of Insurance <i>must be taken as one of the last three courses</i>	Shaun Sinclair	Wed	5:15pm	Sept 10	Downtown	Dec 1 @ 1:30pm
C32 Bodily Injury Claims	Kerry McLaughlin		<b>FAST TRACK – SEE ABOVE</b>		Surrey	Dec 5 @ 1:30pm
C39 Fraud Awareness	Arnie Archer	Thurs	5:15pm	Sept 11	Downtown	Dec 4 @ 1:30pm
C45 Surety Bonds	Kevin Matwick	Thurs	5:15pm	Sept 11	YWCA	Dec 4 @ 9:30am
C110 Essentials of Loss Adjusting	Hans Doge	Tues	5:15pm	Sept 9	Downtown	Dec 4 @ 9:30am
C111 Advanced Loss Adjusting	Mike Talbot	Wed	5:15pm	Sept 10	Downtown	Dec 3 @ 1:30pm
C120 Underwriting Essentials	Ron Holmes	Mon	5:15pm	Sept 8	Downtown	Dec 3 @ 1:30pm
C130 Essential Skills for Broker/Agent	Carol Kuzyk		<b>FAST TRACK – SEE ABOVE</b>		Downtown	Dec 2 @ 9:30am

#### VANCOUVER ISLAND *Address of locations listed on next page*

C11* Principles & Practice of Insurance	Vicki Rowan	Tues	5:00pm	Sept 9	Victoria – ING	Dec 1 @ 9:30am
C12* Insurance on Property	Dale Rogoza	Wed	6:30pm	Sept 10	Nanaimo	Dec 3 @ 9:30am
C13* Insurance Against Liability	Maurice McFadden	Mon	6:00pm	Sept 8	Victoria – ICBC	Dec 2 @ 1:30pm
C14* Automobile Insurance	Monica Woldring		<b>ONLINE WEB COURSE – SEE ABOVE</b>		Online	Dec 5 @ 1:30pm
C16* The Business of Insurance	Shawn Blennerhassett	Wed	6:00pm	Sept 10	Victoria – TBA	Dec 1 @ 1:30pm
C110 Essentials of Loss Adjusting	Gary Smith	Thurs	5:15pm	Sept 11	Victoria – ING	Dec 4 @ 9:30am
C111 Advanced Loss Adjusting	Dave Beatty	Tues	6:00pm	Sept 9	Nanaimo – ICBC	Dec 3 @ 1:30pm

**KELOWNA** *Address of locations listed below*

C12*	Insurance on Property	Scott Tumak		<b>FAST TRACK – SEE PREVIOUS PAGE</b>		Kelowna	Dec 3 @ 9:30am
C14*	Automobile Insurance	Monica Woldring		<b>ONLINE WEB COURSE – SEE PREVIOUS PAGE</b>		Online	Dec 5 @ 1:30pm
C111	Advanced Loss Adjusting	Greg Thierman	Thurs	6:00pm	Sept 11	Kelowna	Dec 3 @ 1:30pm

**Course Locations**

**LOWER MAINLAND**

<i>Surrey</i>	ICBC Out-of-Province Claims	10470 - 152nd Street; 4C
<i>New Westminster</i>	Douglas College	700 Royal Avenue; Room 2217
<i>North Vancouver</i>	ICBC	151 West Esplanade; P306A
<i>Vancouver (Downtown)</i>	IIBC (Insurance Institute of BC)	1110 - 800 West Pender (corner of West Pender & Howe Streets)
	YWCA – Vancouver	535 Hornby Street (between Dunsmuir & West Pender Streets)
	Aviva	1110 - 1125 Howe Street

**VANCOUVER ISLAND**

<i>Victoria</i>	ING	246 - 2401C Millstream Road
	TBA	TBA
	ICBC	910 Government Street
<i>Nanaimo</i>	ICBC Claims Centre	6460 Applecross Road; Boardroom
	Save-On-Foods Community Room	6901 Island Highway North

**INTERIOR**

<i>Kelowna</i>	Stutters Restoration	201 - 1216 St. Paul Street
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**CIP Course Fees Fall 2008** (Evening, Fast Track and Online Classes)

COURSE <i>fees include 5% GST</i>	EARLY Received: July 7-31			STANDARD Received: August 1-22		
	Tuition & Exam	Textbook †	TOTAL	Tuition & Exam	Textbook †	TOTAL
<b>C11</b>	\$468.30	\$122.85	<b>\$591.15</b>	\$501.90	\$122.85	<b>\$624.75</b>
<b>C12, C110, C120 C130, C111**</b>	\$426.30	\$154.35	<b>\$580.65</b>	\$459.90	\$154.35	<b>\$614.25</b>
<b>All Other Courses</b>	\$426.30	\$122.85	<b>\$549.15</b>	\$459.90	\$122.85	<b>\$582.75</b>

**ONLINE WEB COURSE:** This course will require students to have access to high speed internet and a microphone. *Priority for this class will be given to students outside Metro Vancouver. Please contact IIBC for further details.*

**† TEXTBOOKS:** **FAST TRACK & ONLINE:** You must read your textbook prior to class. **Add \$10.50** to the above fees for shipping and handling.  
**EVENING CLASS:** Textbooks are handed out the first class.  
*If you already have a current edition textbook, the textbook fee will not apply.*

**\*\*STUDENT RESOURCE GUIDES (include access to on-line tutorial):** Resource Guides contain sample questions and model answers matching the question styles of the national exams. You will find review questions, case study questions and other additional material to enhance the learning experience and to help prepare for the exam. *C12, C110, C111, C120 and C130 Textbooks:* Fee above includes the *mandatory* student resource guide and on-line tutorial.

**CANCELLATION POLICY (Evening Class, On-Line & Fast Track):** Once your form is received in our office you are registered. Approved withdrawals will be subject to a \$55.00 (incl GST) withdrawal fee and course text charge. No refunds will be made for texts that are not current, or have been marked in. All cancellations/withdrawals must be made in writing (email, fax or mail). Membership fees are non-refundable.

**Evening Class Deadline:** Requests MUST be received prior to second class. NO REFUND will be given after the second class.

**Fast Track and Online Deadline:** October 1, 2008. NO REFUND after this date.

Transferring to distance learning is considered a cancellation.

**THREE WAYS TO REGISTER:**

- (1) On-line at [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca)
- (2) Fax to 604-681-5479; form located at [www.iibc.org](http://www.iibc.org), "In-Class Registration Form"
- (3) Mail or Courier to: Insurance Institute of BC, 1110 – 800 W. Pender St. Vancouver, BC V6C 2V6

If you have any questions, please contact us at 604-681-5491 or [IIBCmail@insuranceinstitute.ca](mailto:IIBCmail@insuranceinstitute.ca).

# Thank you to our Exam Proctors!

A big thank you to the BC proctors for their assistance in the past year (December, April and July exam sessions).  
Your generous donation of energy and time is very much appreciated.

Raylene van del Adel ..... Axa Pacific Insurance Co  
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 Kay Amundson ..... Falkins Insurance Group  
 Arnie Archer ..... Royal & SunAlliance Ins Co  
 Leona Ashcroft ..... Ashcroft Insurance Adjusters  
 Kim Bannigan ..... The Co-operators  
 Gordon Baughen ..... Capri Insurance Services  
 Dave Beatty ..... ICBC  
 Claudette Bennison ..... ICBC  
 Shawn Blennerhassett ..... Victoria Claim Works Inc  
 Carol Bruno ..... Whillis Harding Agencies  
 Leslie Buchanan ..... ICBC  
 Mike Cameron ..... Underwriters Insurance Agencies  
 Pierre Chavigny ..... SCM Adjusters Canada  
 Wes Chowen ..... McLarens Canada  
 Pauline Clay ..... JW Baker Insurance Agencies  
 Gayle Clingwall ..... Johnston Meier Insurance Agencies  
 Wayne Coates ..... ICBC  
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 Ghyslaine Lemay ..... Aviva Insurance Company  
 Shirley Levesque ..... Kootenay Insurance Services  
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 Darcy MacKay ..... ICBC  
 Fern McCannell ..... SCM Adjusters Canada  
 Maurice McFadden ..... ICBC  
 Susan McFarlane ..... ICBC  
 Paul McNicholls ..... ICBC  
 Kevin McIntyre ..... Underwriters Group of Companies  
 Gisele Machin ..... ICBC  
 Alice Mak ..... Premier Marine Ins Managers Group (West) Inc.  
 Rose Mercer ..... BCAA Insurance Agency  
 Kurt Meyers ..... Canadian Northern Shield  
 Erika Moore ..... Capri Insurance Services  
 Glenn Olson ..... ICBC  
 Patrick O'Reilly .....  
 Rhonda Palmer ..... SCM Adjusters Canada  
 David Penfold ..... Lombard Canada  
 Heather Regush ..... ICBC  
 Rick Restell ..... Coast Country Insurance Services  
 Drinda Ribeiro ..... Canadian Direct Insurance  
 David Rice ..... ICBC  
 Dale Rogoza ..... Kernaghan Adjusters  
 Char Roth ..... ICBC  
 Vicki Rowan ..... ING Insurance Company of Canada  
 Angie Ruffli Ross ..... Canadian Northern Shield  
 Donna Salahor ..... ING Insurance Company of Canada  
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 Bob Scott ..... Scott & Associates Insurance Adjusters  
 Trish Sheppard ..... Coast Claims Service  
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 Kevin Sigouin ..... Westview Agencies  
 Muriel Sitter ..... Coast Capital Insurance Services  
 Gary Smith ..... Coast Claims Service  
 Jennifer Smith .....  
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 Rob Story ..... ICBC  
 Tracey Strain ..... Comox Valley Insurancecentres  
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 Wendy Weller ..... Prospera Insurance  
 Ron Woiden ..... ICBC  
 Monica Woldring ..... Policy Works Inc  
 Leah Wood ..... SCM Adjusters Canada

## Thank you!

If you have earned your designation and would like to volunteer to proctor an exam,  
please contact us as (604) 681-5491.