



Graham Haigh, BA, FCIP, FRM, CAIB

PRESIDENT'S MESSAGE

As recipients of this newsletter you are the stakeholders of our organization. As such, I'd like to bring you up to date on the successes and challenges we've achieved and faced in 2008. In this article, I'll be writing on our course enrolment, brand marketing, Okanagan Committee, plus growth initiatives with our targeted membership segments of ICBC employees and the broker community.

Last year produced strong growth in the CIP program with over 1000 course enrolments – an increase of 10% year over year. As CIP revenues equate to nearly half our total operational income, they form the economic engine that drives current year success.

For future success, we look at the growth of our introductory course C11 – “Principals and Practice of Insurance” as it can be seen as our forward-looking revenue pipeline. C11 enrolment grew at a 20% clip year over year, setting us up nicely for the future.

As the saying goes, “success breeds success”. Over the last few years we have made a concerted effort to direct much of our discretionary spending to marketing the CIP brand. In March, you can expect to see an insurance industry supplement in the *Business in Vancouver* publication. One of the goals of this supplement is to attract employees to the insurance industry. It will also promote the General Insurance and Risk Management Program at BCIT; of which CIP course content is a featured part of the curriculum.

Success affords us the flexibility to try things that may not produce an immediate financial return, an example of which is our initiative to increase the Insurance Institute's presence in the interior of our great province. Long term strategic planning will provide a stable, secure, and successful organization for years to come.

Our Okanagan Committee has an infectious enthusiasm. Albeit, I suspect, somewhat fuelled by the uniquely Okanagan brand of grape juice that flowed, well, like wine, during a recent trip to the interior to recognize our interior graduates during convocation season. I would like to thank all who coordinated and attended this luncheon. The Insurance Institute considers this an annual event now and expects to see attendance take off in the coming years.

As mentioned in my last article, we established a couple of strategic objectives for 2008/2009. One of which was to grow our presence at ICBC. I am very pleased to report that ICBC's executive has been wonderfully supportive. In return, we're looking for ways to add value to the relationship through products and services specific to their needs. Currently, ICBC employees are under-represented in our courses and seminars versus the scope of their employment presence in the market. Both sides are working towards closing the gap.

The other relationship we've tried to work on, but with less success, is the one between the Institute and the broker community, in particular, the Insurance Brokers Association of BC (IBABC). Our relationship with the IBABC, while collegial, could be better. Having two strong, successful member-based organizations serving the needs of the insurance community is to be encouraged. By working together on common goals like attracting employees to our industry, we will both be more successful. Our doors are open to any dialogue and we will continue to knock on yours.

To close, I'd like to send out a huge thank you for the effort put forth in service to our membership by the mighty team of four at the Insurance Institute of BC. The growth you've seen and managed through over the last several years would be the envy of most organizations. I'd also like to recognize the contributions of our committee volunteers, our instructors and proctors, plus our suppliers and business partners. I thank you for your contribution to our success in 2008 and wish you a healthy and prosperous 2009.

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President, Insurance Institute of BC

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Mark Your Calendar

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| January 27 | <i>CIP Society PROedge Luncheon Seminar – Strata Deductibles</i> , Vancouver |
| January 27 | UBC Career Event, Vancouver |
| February 3 | Vancouver Career & Education Fair, Vancouver Convention Centre |
| February 4 | UVIC Education & Career Fair, Victoria |
| February 10 | <i>CIP Society PROedge Full-Day Seminar – Directors' & Officers'</i> , Victoria |
| February 11 | <i>CIP Society PROedge Full-Day Seminar – Directors' & Officers'</i> , Vancouver |
| February 13 | SFU / UBC Business Career Expo, Vancouver Convention Centre |
| <i>February 23 - 27</i> Insurance Institute National Education Week | |
| February 23 - March 8 | Early Registration for In-Class CIP Courses – Spring Semester |
| February 25 | CIP Society 10th Anniversary Leadership Webinar, speaker Roger Martin, Dean of the Toronto Rotman's School of Business |
| February 25 | <i>Success Series Full Day Seminar – Anatomy of a Liar – Voice Analysis</i> , Victoria |
| February 26 | Instructors Professional Day with panel guest speakers, IIBC, Vancouver |
| February 26 | <i>Success Series Full Day Seminar – Anatomy of a Liar – Voice Analysis</i> , Vancouver |
| February 27 | <i>Success Series Full Day Seminar – Anatomy of a Liar – Body Analysis</i> , Vancouver |
| February 27 | <i>Free Webinar – Online Learning</i> |
| March 5 | Ambassador Training, Vancouver |
| March 9 - 29 | Standard Registration for In-Class CIP Courses – Spring Semester |
| March 10 | Look for the Insurance Industry Supplement in <i>Business in Vancouver</i> |
| March 23 | BCIT Career Fair, Burnaby |
| March 24 | SFU Insurance & Financial Career Fair, Vancouver |
| March 25 | <i>CIP Society PROedge Full-Day Seminar – Finance for the Non-Financial Professional</i> , Vancouver |
| March 26 | <i>Success Series Half Day Seminar – Mock Trial</i> , Victoria |
| March 31 | Terry Fox Secondary Career Fair, Port Coquitlam |
| April 3 - 9 | National CIP Examinations – Winter Semester |
| April 13 | CIP Classes Begin – Spring Semester |
| Mid April | <i>Half Day Seminar – Health Care Costs Recovery Act Update</i> , Victoria |
| Spring | <i>CIP Society PROedge Full-Day Seminar – Business Interruption</i> , Kelowna |
| May 7 | <i>Success Series Half Day Seminar – Employee Dishonesty</i> , Vancouver |
| May 27 | CIP Society Annual Golf Tournament, Hazelmere Golf Course, Surrey |
| June 25 | IIBC Annual General Meeting |
| End of June | CIP Society Annual Golf Tournament, Cedar Hill Golf Course, Victoria |
| July 6 - 10 | National CIP Examinations – Spring Semester |

For more information on courses and seminars, please visit: www.iibc.org and www.insuranceinstitute.ca

Vancouver Island Chapter Report

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

The Vancouver Island Chapter is looking forward to a great 2009 by building on our success in 2008.

On October 17th, we held our first seminar in Nanaimo, a Mock Trial. It received such a great response that we are going to hold another Mock Trial in Victoria in March. Keep your eyes open for the advertisement notice coming soon from the Insurance Institute of BC. Our goal is to hold at least one event or seminar either in Nanaimo or Duncan every year. On Thursday October 30, we hosted our 3rd Annual Cocktail Party at the Canoe Club in Victoria. Attendance was good with approximately 30 attendees. It was a great time to renew old acquaintances while enjoying the appetizers and ambiance provided by the Canoe Club. Our Annual Awards dinner was held on November 28th and was attended by 140 people to honour seven CIP graduates and three FCIP graduates. It was a great event as usual.

We are looking to increase our member base from the 521 paid members we currently have. As well, we are working to get the word out to the public that there are great career opportunities in the insurance industry. To support this initiative, we will be attending the UVIC Education and Career Fair on February 4, 2009 from 10:00 am - 3:30 pm in the Michelle Pujol Room at the Upper Lounge of the Student Union Building. We will also offer another GIE Course through Camosun College, School of Business in the fall of 2009. 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 and teaching the course.

Based on feedback from our members we will continue to offer some fast track courses, where classes will be offered on four consecutive Saturdays. CIP classes are offered in Victoria and Nanaimo.

The Vancouver Island Chapter looks forward to a great 2009, so stay tuned for further updates.

Okanagan Committee Report

by Shannon Wilford, CIP, CAIB, *Chair, Okanagan Committee*

The Okanagan Committee hosted their first CIP Graduation Luncheon on November 21 at the Grand Okanagan Hotel in Kelowna. The Luncheon was remarkable: the Insurance Institute of BC Manager, **Danielle Bolduc**, BComm, CIP, and the Insurance Institute of BC President **Graham Haigh**, BA, FCIP, CAIB, presented the awards to the five CIP graduates. All the graduates glowed with accomplishment and were supported by their families and friends.

CIP instructors offered local evening and fast track courses including mandatory courses, which students need to complete their designation.

The Okanagan CIP Committee will be working hard in 2009 to expand Institute membership and to offer several seminars in the Okanagan. The goal is to grow our committee in different cities in the Okanagan and to educate our fellow members as well as welcome new ones. The advantage of growing our committee is to increase awareness and work towards growing our memberships to some day form an Okanagan Chapter. The Career Connections Ambassador program is another function which the committee will expand within their own communities.

2008-2009 Okanagan Committee Members

Shannon Wilford, CIP, CAIB
Whillis Harding Agencies

Jo-Anne Haun, CIP
Knight Easton & Associates

Connie Desharnais, CIP
Aviva Insurance Company of Canada

John Graves, BA, CIP, CSP
Insurance Corporation of British Columbia

*Okanagan Committee
Connie Desharnais,
Shannon Wilford,
Jo-Anne Haun*



2008-2009 Vancouver Island Council Members

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

PAST PRESIDENT

Colleen Gustafson, CIP, CSP
Insurance Corporation of British Columbia

SECRETARY/TREASURER

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

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Dale Rogoza, CIP, CRM
Kernaghan Adjusters Limited

SEMINARS CHAIR

Kurt Meyer, BBA, FCIP
Canadian Northern Shield Insurance Company

EVENTS CHAIR

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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.

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

The largest annual IIBC event is the convocation ceremony that was held at the Hyatt Hotel in Vancouver on November 27th. This year, the convocation was not only a celebration for the graduates, but also marked the 10th anniversary of the CIP (Chartered Insurance Professional) Society. There are over 15,000 CIPs in Canada and we were privileged to honour this year's cast of CIP and FCIP graduates. Congratulations to **Drinda Ribeiro**, BSc, FCIP, FRM, CIM, the Operations Committee Chair, and her committee members for delivering a flawless event; and a big thank you to all of the volunteers and to the IIBC staff who are tireless in their efforts to make the event a success.

The keynote speaker was **Noel Walpole**, FCIP, ICD.D Chair of the Board of Governors of the Insurance Institute of Canada and President and CEO of the Economical Insurance Group. Noel talked about professionalism in our industry and how our industry is a key driver in our national and global economy. It is the responsibility of everyone employed in the insurance industry and CIP graduates in particular, to promote professionalism at every opportunity. The CIP designation provides hours of professional instruction on a wide variety of topics and provides the building blocks for graduates to become leaders in our industry.

Helena Dolan, BMath, FCIP, CRM, Chair of the Marketing and Communications Committee, and her team have also had a successful year. The team delivered a successful billboard campaign, secured several periodical advertisements and purchased a large advertisement congratulating all of our CIP and FCIP graduates in the *Vancouver Sun* and *BC Broker Magazine*. They are currently working on other innovative ways of promoting the CIP designation within the industry and to the general public. Consistent delivery of our market leading education product combined with effective marketing and communications has made a CIP designation or 'working towards one' a standard requirement on any industry job application, and insurance customers are now beginning to ask to deal with a CIP.

Chair, **Jasmine Kaila**, BA, CIP and her Education Committee team have also had a successful year. The committee decided to have two Professional Development presentations for our instructors. As an instructor, I look forward to and appreciate the professional development days the Education Committee presents every year. Whether there is a professional facilitator or a round table atmosphere, I am always able to invest what I learned in subsequent classes I teach – which improves the learning for the students (well at least I hope it does!). One of the other functions of the Committee is to review the instructor assessment forms completed by the students and the success of each class in order to nominate an instructor for the Instructor of the Year. This year the winner was **David Porter**, FCIP, CRM; congratulations David!

This year, the Governing Council of the Insurance Institute of BC wanted to establish an annual award to recognize the outstanding contributions of volunteers who through teaching, facilitating, as committee member / chair and other volunteer activities, assist the IIBC in reaching their yearly goals. We announced the Volunteer of Distinction Award and presented this year's award to **Hugh Lindsay**, FCA, CIP of Financial Mentors Group. I don't have enough room to list all of the contributions Hugh has made to the Institute over the years, but to list a few, he serves on two committees, is a Past President and has contributed to the writing of textbooks. Once again, thank you Hugh for all of your contributions that have helped build one of the strongest Institutes in Canada.

I would like to thank all of the Committee Chairs and Members of the Academic Division for their work with the institute this past year. The Institute Executive appreciates all of the time and effort that you provide to support and contribute to the ongoing success of the Insurance Institute of BC. Without you, volunteers, we would cease to exist.

On behalf of the Academic Division of the Insurance Institute of BC, we wish you a happy and prosperous New Year. If you are looking for a New Year's resolution, give volunteering at the Institute a try, or if you are not already enrolled, take one of our professional development courses and work towards your CIP designation – or both!

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

BC Ambassador Program Takes Off

Are you one of those people with a fear of public speaking? It's been said that many people fear this more than death. How about presenting in front of a room full of 10th graders? "Hi, I'm Mike and I work as a . . . excuse me, can you nudge your friend there, the snoring's a bit distracting."

We've got real "insurance heroes" out there braving the elements, busting through their fears, getting in front of high school classrooms and making insurance fun and interesting. No, really! This article is about them and the tremendous efforts Insurance Institute Ambassadors are making to promote the insurance industry to young people.

We are all pretty much aware of the changing demographics in our society and the increasing challenge of recruiting talented people. The boomers are retiring. And the insurance industry has a disproportionately large percentage of baby boomers according to the Demographic Analysis of the P&C Industry in Canada (an Insurance Institute sponsored research study available on the Insurance Institute's website: www.insuranceinstitute.ca). There are not enough entrants into the industry to replace those that are exiting. One of the recommendations of the Demographic Analysis was that recruitment is critical and that "catching the attention of future labour force entrants at the secondary and post-secondary school levels is imperative". That is where the Insurance Institute's Career Connections program fits in. Through Career Connections, the Insurance Institute is reaching out to young people to explain the value insurance brings to our society and some of the interesting careers available. It's an important role that the Institute plays on behalf of the industry.

The Career Connections program is doing very well in BC. Between September and December 2008, the number of active Ambassadors has more than tripled compared with last year. The number of schools involved in presentations has tripled and we've given over 30 presentations to over 1,000 students. Wow, that's an increase of well over 500%, so much for the fear of public speaking!

It has been a coordinated effort as **Heather Navis**, BBA of the Insurance Institute of Canada makes the bookings with the schools so the BC volunteers can focus on giving the presentations. **Sara Mehrjou**, BA, CIP, ACS and **Reena Sharma**, BA both from Gore Mutual Insurance; **Sarah Newman** BBA, FCIP, CRM from Aviva Insurance Company of Canada; **Pierre Chavigny**, CIP, CRM of SCM ClaimsPro; and **Glenda Ouellette**, BA, MBA, FCIP of ICBC deserve special mention as they are our top ranking ambassadors in terms of number of events attended. Special thanks to our Career Connection Committee Chair, **Jennifer Perry**, CHRP, CPM of HUB International Insurance Brokers who brings her dedication and passion to the team. Career Connections is an important investment in our future as an industry.

Convocation & Awards Day 2008

The 2008 Convocation and Annual Awards ceremonies were held at the Hyatt Regency Hotel in Vancouver on Thursday November 27, 2008 and at the Victoria Golf Club on Friday November 28, 2008. The functions which honoured our graduates and award winners were attended by over 420 people in Vancouver and 140 in Victoria. For the first time, on November 21, we also held a luncheon at the Grand Okanagan Hotel honouring the graduates in the Okanagan.

BC Awards

FCIP

Gold – Norman Bortnick Memorial

Barbara Susan Gillespie
Christie-Phoenix (Victoria) Ltd.

Silver – T. Michael Porter

Jaclyn Jacquard
Gore Mutual Insurance Company

Bronze – Robert Yates Memorial

Maria Vivien Santos
The Economical Insurance Group

Top Graduate – Vancouver Island Chapter

Barbara Susan Gillespie
Christie-Phoenix (Victoria) Ltd.

CIP

Gold – Leonard J. DeVito Memorial

Tara Saunders
Chubb Insurance Company of Canada

Silver – Malcolm C. Simpson Memorial

Maggie (Jun) McCumber (Xie)
Commonwealth Insurance Company

Bronze – Advance Claims Service Award

Sarah Zipp
AXA Pacific Insurance Company

Top Graduate – Vancouver Island Chapter

Sarah Zipp
AXA Pacific Insurance Company

Runner Up – Vancouver Island Chapter

Malika Winski
AXA Pacific Insurance Company

Instructor of the Year

DAVID C. SKINGSLEY MEMORIAL AWARD
David Porter, FCIP, CRM
Advance Claims Service Ltd.

Volunteer of Distinction Award

Hugh Lindsay, FCA, CIP
Financial Mentors Group Inc.



FCIP Gold Medal Award: Donnie Wing of ICBC presents to Barbara Gillespie



FCIP Silver Medal Award: David Sheppard of Canadian Northern Shield presents to Jaclyn Jacquard



FCIP Bronze Medal Award: Mo Kaur of Travelers presents to Maria Santos



FCIP Top Graduate, Vancouver Island: Peter Norton of AXA Pacific presents to Barbara Gillespie



Volunteer of Distinction Award: Graham Haigh, President of IIBC presents to Hugh Lindsay



CIP Gold Medal Award: Kellee Irwin of ICBC presents to Tara Saunders



CIP Silver Medal Award: Gary Horga of Economical Insurance presents to Maggie McCumber



CIP Bronze Medal Award: David Porter of Advance Claims presents to Sarah Zipp



CIP Top Graduate, Vancouver Island: Phil Wynne of ING presents to Sarah Zipp



CIP Runner Up, Vancouver Island: Jim Robinson of Aviva Insurance presents to Malika Winski



Instructor of the Year Award: Monika Leukefeld, Chair of CIP Events & Seminars presents to David Porter

Insurance Institute of Canada Graduates 2008

FELLOW, CHARTERED INSURANCE PROFESSIONAL

Alexander Alcid
Christine Bergsma
Anne J.P. Collins
Ross Elkin
Irene Johnson Fehr
Jeremy Gallant
Donna Garcia
Barbara Susan Gillespie*
Brenda Hewitt
Jaclyn Jacquard*
Man Leung Leung
May Lo

Aviva Insurance Company of Canada
ING Insurance Company of Canada
Aviva Canada Inc.
ICBC
State Farm Insurance
FM Global
ING Insurance Company of Canada
Christie-Phoenix (Victoria) Ltd.
ING Insurance Company of Canada
Gore Mutual Insurance Company
Excess Markets (B.C.) Corporation
AXA Pacific Insurance Company

Sarah Newman
Rhonda Palmer
Kevin D. Preuss
Pauline Qian
Arlene Rocha
Jorge Rojas
Carmen Peralta Santiago
Maria Vivien Santos
Diana Stocco-Serban
Maureen Tuggle
Vivian Yiu

Aviva Canada Inc.
SCM ClaimsPro Inc.
AXA Pacific Insurance Company
Aon Reed Stenhouse Inc.
The Sovereign General Insurance Co.
GCAN Insurance Company
Family Insurance Solutions Inc.
The Economical Insurance Group
Commonwealth Insurance Company
Falkins Insurance Group
Canadian Northern Shield

CHARTERED INSURANCE PROFESSIONAL

Pari Abbassi
Aleta Andrew
Noelle Arneson
Gail A. Beszedes
Karin Billham
Christian Bishop
Yana Bogusinski
Anne Budin
Linda Calbick
Nivian Chan
Kevin Chan
Elvis Chan
Chuck Chang
Anita Chen
Tammy Cheng
Krista Clarke
Jane Cochrane
Kimberley Cox
Mario E. Cunada
Tara deGoede
Chris Foster
Deanna Gray
Karen Hausch
Brian Hollingworth
Anna Choi-Mei Hon
Mary-Lou Huculak
Derek Humphrey
Eric Hung
Gurdeep Jaswal
Ranjit Kaur Jhutti
Alison Jane Knight
Vanessa Ko
Tammy Krott
Tristan Laderoute
Woody Lee
Irene Lee
Canita Sou Lee
Annie Li
Lauren W. Liu
Sandra Lyon
Keith Ma
Sarah Magcalas Toth
Brian Mak
Dale Coreen Managh

Wawanesa Mutual Insurance Company
ICBC
Christie-Phoenix (Victoria) Ltd.
ICBC
Marsh Canada Limited
ICBC
Crawford & Company (Canada) Inc.
Commonwealth Insurance Company
ICBC
Chubb Insurance Company of Canada
Insure BC Underwriting Services Inc.
The Economical Insurance Group
HUB International Insurance Brokers
—
Wawanesa Mutual Insurance Company
Christie-Phoenix (Victoria) Ltd.
ICBC
SCM ClaimsPro Inc.
Atkinson & Terry Insurance Brokers
ICBC
Rand & Fowler Insurance
ICBC
ICBC
ING Insurance Company of Canada
ING Insurance Company of Canada
Crawford & Company (Canada) Inc.
AXA Pacific Insurance Company
Cunningham Lindsey Canada
BCAA Insurance Agency
Garrison Beatty & Garrison (Van.) Ltd.
BFL Canada Insurance Services Inc.
Travelers Guarantee Company of Canada
Riverside Insurance Agencies (1984) Ltd.
Translink
ING Insurance Company of Canada
Marsh Canada Limited
Family Insurance Solutions Inc.
Aon Reed Stenhouse Inc.
Commonwealth Insurance Company
BCAA Insurance Agency
The Economical Insurance Group
The Sovereign General Insurance Co.
ING Insurance Company of Canada
Canadian Direct Insurance Inc.

Shoko Mano
Kathryn McBurney
Maggie (Jun) McCumber (Xie)
Jim McGinnis
Eva Chiara Michielutti
Kelly Mills
Glenn Minnis
Nilanjana Mitra
Sarah Mokry
Manjinder Moore
Sarah Moore
Mark Nguyen
Tara Parr
Amy Prychun
Lorna Rabinovitch
Kasia Rachfall
Adriana Radu
Lisa Reddekopp
Marnie Richardsen
Tara Saunders*
Rebecca Saundry
Bill Semrau
Janna N. Smart
Melissa Pui Kay So
Loida Subido
Pierre-Luc Thiffeault
Devon Thompson
Donna Townson
Wilson Huy Tran
Lisa Tse
Anna Tyo
Simone Van Kooy
Valerie Weston
Carol Ann Wiebe
Shannon Willford
Malika Winski
Kitty Wong
W.Y. Wu
Xue Hong (Irene) Wu
Bing Xia
Leslie Young
Shawna Young
Sarah Zipp

Tokio Marine & Nichido Fire Insurance Co., Ltd.
ICBC
Commonwealth Insurance Company
ICBC
SCM Risk Management Services Inc.
Lombard Canada Ltd.
Ecclesiastical Insurance
Pacific Marine Underwriting Managers Ltd.
AXA Pacific Insurance Company
ICBC
AXA Pacific Insurance Company
ING Insurance Company of Canada
Christie-Phoenix (Victoria) Ltd.
ICBC
SCM ClaimsPro Inc.
Beacon Underwriting Ltd.
The Economical Insurance Group
Aon Reed Stenhouse Inc.
Peter F. Pook Insurance Agencies Ltd.
Chubb Insurance Company of Canada
ICBC
Jones Brown Inc.
SCM ClaimsPro Inc.
The Sovereign General Insurance Co.
Canadian Direct Insurance Inc.
Cunningham Lindsey Canada
Chubb Insurance Company of Canada
Westland Insurance Group Ltd.
Vinasafe Insurance
Aviva Insurance Company of Canada
Marsh Canada Limited
Canadian Northern Shield
Family Insurance Solutions Inc.
The Economical Insurance Group
Whillis Harding Agencies
AXA Pacific Insurance Company
Reliance Insurance Agencies Ltd.
SCM Risk Management Services Inc.
Wawanesa Mutual Insurance Company
Wawanesa Mutual Insurance Company
ING Insurance Company of Canada
ICBC
AXA Pacific Insurance Company

*Honours Graduate

Congratulations to the Class of 2008!



Vancouver FCIP Graduates



Vancouver CIP Graduates



Vancouver CIP Graduates



Vancouver CIP Graduates



Okanagan CIP Graduates



Vancouver Island Graduates: CIP (top row); FCIP (bottom row)

You may view your individual graduate picture at: <http://www.flickr.com/photos/iibc/sets>

Special Thanks to Our Convocation Sponsors

VANCOUVER

Aon Reed Stenhouse Inc.
Advance Claims Service Ltd.
BCAA Insurance Corporation
Canadian Northern Shield Insurance Company
The Economical Insurance Group
Family Insurance Solutions
The Honorable Order of the Blue Goose
Hub International Insurance Brokers
ING Insurance Company of Canada
Insurance Corporation of British Columbia
Jardine Lloyd Thompson Canada Inc.
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Travelers
Westland Insurance

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Aviva Insurance Company
AXA Pacific Insurance Co.
Belfor Restoration Services
Boorman Investment Company Ltd.
Brown Bros. Agencies Limited
CNS & RSA
Carfra & Lawton General Account
Christie Phoenix (Victoria) Ltd.
Claimworks
Coast Capital Insurance Services
Coast Claims Service Ltd
Downs Construction Ltd.
The Economical Insurance Group
Excel Adjustco Inc.
Future Shop
Harbord Insurance Services Ltd.
Insurance Corporation of British Columbia
ING Insurance Company of Canada
Kernaghan Adjusters
Megson Fitzpatrick Inc.
On Side Restoration Services Ltd.
Smartway Restoration Ltd.

CELEBRATING OUR SOCIETY

In 10 years, we have grown to more than 15,000 strong!

Ten years ago, on October 29, 1998, the Board of Governors of the Insurance Institute had the foresight to create a professional community representing the graduates of the Chartered Insurance Professional and Fellow Chartered Insurance Professional designations (CIP and FCIP). A national teleconference was conducted in 15 sites across the country involving more than 300 graduates who became the first members of the newly formed CIP Society.

As we celebrate the 10th Anniversary of the CIP Society, we can look back on its early days and take great pride that it has survived and prospered. Ten years may not seem like a long time, but when you're establishing a new community of insurance professionals and carving out a rightful place for it, ten years represents a significant milestone. Today, the Society, is a strong, vital and valued part of the Insurance Institute and the insurance industry.

To commemorate our 10th anniversary, the Society plans a year of celebration to October 2009. Highlights include a series of national and local events and a national webinar on leadership. We will also be launching a National Leadership Awards Program in January 2009 as part of the 10th Anniversary celebrations.

Join in the celebration!

*Celebrating 10 years of advancing the education, experience,
ethics and excellence of our members.*

www.insuranceinstitute.ca/cipsociety



CIP Society Golf Tournament

New course this year... the 7th Annual CIP Society Golf Tournament will be held at the **Hazelmere Golf Course!**

Join us on May 27th at this beautiful championship golf course. We look forward to offering you a professional experience as we celebrate the 10th Anniversary of the CIP Society. Registration will open on February 13th.



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Davis Insurance Agencies Limited
Family Insurance Solutions Inc.
Finning Insurance Services
Hunter Waddingham Claim Services Ltd.
Insurance Corporation of British Columbia

Maitland Insurance Services Ltd.
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Oakwest Insurance Agencies Ltd.
Pacific Rim Agencies Ltd.
Perosa Insurance Agencies
Stephens Insurance Brokers Ltd.
Talbot Insurance Services Ltd.
Westland Insurance
Wylie-Crump Limited

Classroom Sponsors

Lindsay Kenney LLP
SCM ClaimsPro

Thank you for your support!

Governing Council



Top row (from left to right): Graham Haigh, Mike Dakin, Monika Leukefeld, Pierre Chavigny, Jennifer Perry, Andrew Janzen, Helena Dolan, Lucie Ferguson, Jasmine Kaila, Drinda Ribeiro.
Bottom row: Wes Chowen and Shaun Sinclair.

Governing Council 2008-2009

PRESIDENT

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1st VICE PRESIDENT – ACADEMIC DIVISION

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IT'S TIME TO RECOGNIZE OUR INDUSTRY LEADERS: The CIP Society is proud to launch the National Leadership Awards

On this occasion of our 10th anniversary, the CIP Society is proud to launch the National Leadership Awards, the only national program of its kind for property and casualty insurance professionals. This new initiative complements an important mission of the CIP Society: to foster leadership within our membership and our profession – not only through professional development, but also through our celebration of excellence, integrity and achievement.

One of the most exciting facets of the Leadership Awards is their recognition of the industry's up-and-coming leaders as well as established leaders. As well, to ensure that it stays true to its vision of national scope, nominations will be accepted from, and may be presented in, each of four regions: West, Ontario, Quebec and Atlantic. And in the spirit of inclusion, up to ten CIP Society members may be honoured as a National Leader each year.

The CIP Society National Leadership Awards Program will become a cornerstone in our efforts to raise the profile of the CIP and FCIP designations within the industry and among the insurance-buying public. We are confident that acknowledging the leadership qualities of CIPs and FCIPs will contribute to greater awareness of the designations and a greater profile for our members within the industry and in their communities.

ABOUT THE CIP SOCIETY

The CIP Society, as the graduate division of the Insurance Institute, has as its mandate to impart knowledge, instill professionalism and create leaders within the industry through our professional development programs. We are proud of our contribution to the development of leadership within our membership. It then seems fitting to formally applaud and commemorate our members' leadership qualities, especially on the occasion of the Society's 10th anniversary.

HOW CAN THE INDUSTRY GET INVOLVED?

As a member of the insurance community, you know that there are shining examples of leadership on the front lines and in the back offices of our profession. You know the hallmarks of leadership and can recognize strength, character and collaborative spirit in your colleagues. That is why the CIP Society will depend on you to identify and nominate potential National Leadership Award winners – those established and emerging leaders who are most deserving of recognition.

To nominate an industry professional for a CIP Society National Leadership Award, please download the nomination form from the CIP Society Web site at: www.insuranceinstitute.ca/cipsociety. Nominations are accepted March 1 to June 1, 2009.

HOW TO GET MORE INFORMATION?

For more information and the detailed description of the awards criteria, please visit the CIP Society Web site at: www.insuranceinstitute.ca/cipsociety. If you have any questions regarding the awards or the nomination process, please contact leadershipawards@insuranceinstitute.ca.

It's time to recognize
our industry leaders.

Introducing the CIP Society National Leadership Awards.

It is time to put the spotlight on leaders in our industry.
For more information about the leadership awards and the
nomination process, please visit the CIP Society Web site.

www.insuranceinstitute.ca/cipsociety

CIP SOCIETY
NATIONAL LEADERSHIP
AWARDS

SPRING 2009 – IN-CLASS CIP COURSE SCHEDULE

Registration Deadlines **EARLY: February 23-March 8 / STANDARD: March 9-29** (Deadlines apply to Online, Fast Track and Evening Classes)
Late Registration Fee Effective March 29: Late registrations will be accepted subject to \$55 late fee and space availability until April 6; thereafter the late fee will increase to \$75
Transfers between In Class, Fast Track and Online courses will be accepted, subject to a \$25 administration fee after April 6
Schedule subject to changes – check often for updates

FAST TRACK – Spring 2009 *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 Saturdays | June 6, 13, 20, 27 | 9am-4pm | Downtown | July 6 @ 9:30am |
| C13* Insurance Against Liability | Kerry McLaughlin | 4 Saturdays | June 6, 13, 20, 27 | 9am-4pm | New West | July 7 @ 1:30pm |
| C14* Automobile Insurance | Martin Dunstan | 4 Saturdays | June 6, 13, 20, 27 | 9am-4pm | New West | July 10 @ 9:30am |
| C16* Business of Insurance <i>must be taken as one of first four courses</i> | Carol Kuzyk | 4 Saturdays | June 6, 13, 20, 27 | 8:30am-4pm | Downtown | July 6 @ 1:30pm |

EVENING CLASS – Spring 2009 (1 night / week, 2.5 hours for 11 weeks unless otherwise noted) *mandatory course

LOWER MAINLAND *Address of locations listed below schedule*

| 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> | Wayne Hickey | Wed | 5:15pm | April 15 | Downtown | July 6 @ 9:30am |
| | Rick Pickens | FAST TRACK – SEE ABOVE | | | Downtown | |
| C12* Insurance on Property | Carol Kuzyk | Tues | 5:15pm | April 14 | Downtown | July 8 @ 9:30am |
| | Carol Kuzyk | Wed | 5:15pm | April 15 | North Van | |
| C13* Insurance Against Liability | David Porter | Thur | 5:15pm | April 16 | Downtown | July 7 @ 1:30pm |
| | Kerry McLaughlin | FAST TRACK – SEE ABOVE | | | New West | |
| C14* Automobile Insurance | Tim Provenzano | Mon | 5:15pm | April 20 | Downtown | July 10 @ 9:30am |
| | Martin Dunstan | FAST TRACK – SEE ABOVE | | | New West | |
| C16* Business of Insurance <i>must be taken as one of the last three courses</i> | Shaun Sinclair | Wed | 5:15pm | April 15 | Downtown | July 6 @ 1:30pm |
| | Carol Kuzyk | FAST TRACK – SEE ABOVE | | | Downtown | |
| C32 Bodily Injury Claims | Eric Laity | Mon | 5:15pm | April 20 | Downtown | July 10 @ 1:30pm |
| C39 Fraud Awareness | Greg Thierman | Tues | 6:00pm | April 14 | Online | July 9 @ 1:30pm |
| C110 Essentials of Loss Adjusting | Hans Doge | Tues | 5:15pm | April 14 | Downtown | July 9 @ 9:30am |
| | Hans Doge | Thurs | 6:00pm | April 16 | Surrey | |
| C120 Underwriting Essentials | Darlene Wagg | Thurs | 5:15pm | April 16 | Downtown | July 8 @ 1:30pm |

*** This is a tentative schedule and is subject to change ***

Vancouver Island, Kelowna and Online courses will be added by February 23 – please check www.insuranceinstitute.ca for updates

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 |
| <i>North Vancouver</i> | ICBC | 151 West Esplanade |
| <i>Vancouver (Downtown)</i> | IIBC (Insurance Institute of BC) | 1110 - 800 West Pender (corner of West Pender & Howe Streets) |
| | Aviva | 1110 - 1125 Howe Street |

In-Class CIP Course Fees (Spring 2009) EVENING CLASS and FAST TRACK

| COURSE <i>fees include 5% GST</i> | EARLY February 23 - March 8 | | | STANDARD March 2 - March 29 | | |
|---|-----------------------------|------------|-----------------|-----------------------------|------------|-----------------|
| | Tuition & Exam | Textbook † | TOTAL | Tuition & Exam | Textbook † | TOTAL |
| C11 | \$468.30 | \$122.85 | \$591.15 | \$501.90 | \$122.85 | \$624.75 |
| C12 & Applied Courses (C110, C111, C120, C121, C130, C131) | \$426.30 | \$154.35 | \$580.65 | \$459.90 | \$154.35 | \$614.25 |
| All Other Courses | \$426.30 | \$122.85 | \$549.15 | \$459.90 | \$122.85 | \$582.75 |

THREE WAYS TO REGISTER:

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

Licensing Courses – Spring 2009

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 (New Westminster):

Instructor: Carol Kuzyk, FCIP, CRM
Location: New Westminster Campus
Dates: March 21, 2009 – May 9, 2009 (no class April 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 (includes online tutorial)

For more information, please access: www.douglas.bc.ca/ce/cba

HOME STUDY (Distance Learning):

Dates: Continuous intake – up to one year to write a successful exam
Fee: \$435, includes \$60 IIBC membership fee, textbooks, online tutorial and exam

For more information, please access: http://www.iibc.org/licensing_program.htm

Did you know?

With only 4 CIP courses, you can obtain your **General Insurance Agent Level 3 License:**

- C11 Principles & Practice of Insurance
- C130 Essential Skills for the Insurance Broker and Agent
- C131 Advanced Skills for the Insurance Broker and Agent
- C132 Practical Issues in Broker Management

With only 3 CIP courses, and two years experience as a level one adjuster, you can obtain your **Level 2 Adjusters License:**

- C11 Principles & Practice of Insurance
- C110 Essentials of Loss Adjusting
- C111 Advanced Loss Adjusting

For more information, please visit our website at:
http://www.iibc.org/licensing_program.htm or
the Insurance Council of BC at:
www.insurancecouncilofbc.com.

New at the Institute... Online Courses!

Online is the newest and most convenient way to attend class. The live online format gives students the benefit of an instructor, in class activities and midterm marks while providing the flexibility to logon and attend the interactive weekly class from anywhere the internet is accessible.

Online courses are perfect for:

- Students who live in more remote areas
- Students who are often out of town
- Students with unpredictable schedules

If you have any questions about online classes, please contact the IIBC office.

For a short demonstration, please visit the following link: <http://www.insuranceinstitute.ca/webinars/>