



Shaun Sinclair, MBA, FCIP, CRM

PRESIDENT'S MESSAGE

Back in 1984, the same year George Orwell predicted the end of humanity as we know it, I started my career in the Insurance industry. . . the end.

My story might well have ended there if I had not joined the Insurance Institute of Canada. Prior to my first job as an adjuster trainee, I had successfully completed three Institute courses and I attribute those courses, in part, as to the reason why I was hired over the other applicants who applied for the position. It took an additional three years to obtain, what was then known as, the AIC designation. I next obtained my Fellowship in both General and Risk Management. In 1995, I offered to volunteer as an instructor with the Institute and I continue in that capacity today.

In 1997, I obtained an advanced degree in Management and completed an MBA from Simon Fraser University. It was about that time that I was invited to become a member of the Future Directions committee. I worked on a couple of committees over the next few years and was then asked to Chair the Future Directions committee. I subsequently chaired the Education committee and in 2005 became a member of the Executive – a position I readily accepted. Four years later, as the President of IIBC, I am honoured to follow in the footsteps of the past Presidents who provided the groundwork for the Institute's current success. As President, I promise to build on that success and provide the next year's President with a healthy Institute so we can all share in the future success of the IIBC. I am looking forward to supporting the Executive, Committee Chairs, Committee members and our IIBC office staff in achieving our goals for this term.

There are approximately 110,000 people working in the insurance industry in Canada. Out of that number, just over 10% (or 15,000) are CIPs or FCIPs. We need to significantly grow that number and market the designation outside of the industry. I look forward to the day when our customers (anyone paying an insurance premium) will only deal with a CIP, just like they would with a CGA or any other finance professional. We are working towards that goal through our National Ambassador Program which encourages the influx of new talent into the industry, our support of the BCIT Insurance Program, and through broad public marketing campaigns such as the fantastic *Business in Vancouver* insurance supplement published this year and the nation wide billboard program last year.

The Insurance Institute of Canada strives to be the premier educational source for the insurance industry. Over the last 25 years, I have seen incredible improvements in the quality, content and instruction of the courses we offer and we continue to strive to offer professional seminars that are second to none. As you can probably tell, I am a big believer in the Insurance Institute courses, programs and in the idea that many of us in the industry are truly Insurance Professionals. I think it is important to "give back" when and where you can and for an insurance nerd like myself, there is no better way to do that than to become an instructor and to volunteer with the Institute and assist with the success of others in the industry.

I, along with the Institute's Executive Council, Committee Chairs, Committee Members, the great IIBC staff, the enthusiastic ambassadors and the dedicated instructors, are here to serve and assist you, our members, in reaching your educational and ultimately, your career goals. We provide first rate course material covering almost every insurance discipline and are offering more courses in more locations with more options than ever before. An additional benefit of attending Institute classes is the networking opportunity they provide. You will meet insurance industry personnel from every vocation and as we all know, insurance is a "people" business; the more people you know the better chance you have to succeed. If you are working towards your CIP, or are a CIP or FCIP graduate, please encourage your co-workers to have a look at this year's curriculum and to start taking classes. If you have some spare time, I would also encourage you to contact the IIBC office and offer to volunteer on a committee or become an instructor. I can promise that it will be fun and rewarding.

Shaun Sinclair, MBA, FCIP, CRM
President, Insurance Institute of BC

Mark Your Calendar

August 21	CIP In-Class Registration deadline – Fall semester	• November 2	“How can I get through to you” seminar by Glenn Foster - Victoria
August 15	CIP Examination Results release date – July Exams	• November 3	“How can I get through to you” seminar by Glenn Foster - Vancouver
September 8	CIP In-Class courses begin – Fall semester	• November 4	Feed the Minds of Youth – Vancouver & Victoria
September 15	“Study Skills for CIP courses” (free workshop) – Vancouver	• November 17	CIP Society Luncheon seminar “Liquor Liability” – Vancouver
September 18	“Study Skills for CIP courses” (free workshop) – Langley	• November 26	Convocation & Awards Luncheon, Hyatt Regency Hotel – Vancouver
September – TBA	“Study Skills for CIP courses” (free workshop) – Victoria	• November 27	Convocation & Awards Dinner, Victoria Golf Club – Victoria
September 30	Instructors’ Professional Day – Vancouver	• December 7- 11	National CIP Examination Week – Fall Semester
Fall – TBA	Employment Practices Liability Insurance seminar - Victoria		
Fall – TBA	“Asbestos” seminar - Victoria		
October 15	CIP Society seminar “Boiler & Machinery” - Vancouver		

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

Licensing Courses – Fall 2009

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. **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: Wayne Hickey, FCIP, CRM
Location: New Westminster Campus
Dates: Oct 3, 2009 – Nov 21, 2009
 (no class Oct 10) – 7 sessions
Times: Saturday, 9:00 am – 4:00 pm
Fees & Registration: www.douglas.bc.ca/ce/cba

Langara College (Vancouver):

Instructor: Karen Graves, BA, CIP, ACS
Location: W. 49th Ave Campus
Dates: Oct 19, 2009 – Nov 30, 2009
 Monday & Thursday – 13 sessions
Times: 6pm – 9pm
Fees & Registration: <http://www.langara.bc.ca>

Camosun College (Victoria):

Instructor: Maurice McFadden, CIP
Location: Interurban Campus
Dates: Sept 15, 2009 – Dec 15, 2009
 Tuesdays – 14 sessions
Times: 6:30pm – 9:30pm
Fees & Registration: <http://camosun.ca/>

Home Study (Distance Learning)

Dates: Continuous intake – up to one year to write an exam **Fee:** \$450, includes \$60 IIBC membership fee, textbooks, online tutorial and exam
Registration: <http://www.iibc.org>

MEET THE BC TEAM



Left to Right: Donna, Kathy, Danielle, Karen, Kim

Danielle Bolduc BComm, CIP
 Manager
dbolduc@insuranceinstitute.ca
 604-681-5491 ext. 22

Karen Graves BA, CIP, ACS
 Education Coordinator
kgraves@insuranceinstitute.ca
 604-681-5491 ext. 29

Kim Durocher
 Seminars & Events Coordinator
kdurocher@insuranceinstitute.ca
 604-681-5491 ext. 21

Donna Salahor CIP
 Marketing Coordinator,
 Vancouver Island
dsalahor@insuranceinstitute.ca
 250-216-9393

Katherine Duthie
 Customer Service Representative
kduthie@insuranceinstitute.ca
 604-681-5491 ext. 23

Academic Division Report

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

Working with the Insurance Institute of BC (IIBC) these past few years has been a great and rewarding experience for me. I have come across so many interesting people in the industry and I'm proud to have played at least a small part in the continued evolution and growth of the Institute.

We have made some changes to the structure of some of the committees on Council this year that reflect the growth of the Institute and strengthened partnership with the Insurance Institute of Canada (IIC).

We have consolidated the **Career Connections and Education Committees** with **Jennifer Perry**, CHRP, CPM from Hub International Insurance Brokers as Chair. Career Connections really took off last year with a significant increase in ambassador presentations reaching over 2,000 high school students in BC. Last year, the IIC designated a staff member to work with the schools in organizing presentation dates. This took a significant load off the local committee and enabled the ambassadors to focus on getting to the schools and giving presentations. It makes sense that these two committees be merged and we are very lucky to have someone like Jennifer, with such an extensive background in Human Resources and Training as our Chair.

Welcome to **Jan Brownridge**, BA Hons, FCIP, CRM of Munich Reinsurance, our new Chair of the **Marketing and Communications Committee**. The IIBC has invested significantly in marketing over the past few years and we plan on continuing with that direction over the next year. We believe that visible promotion of the Institute and the value of a CIP designation is an important investment and while it's difficult to be precise on this matter, we believe there is a correlation between the marketing activity we have undertaken and the growth in CIP course enrolment over the past few years.

Another important focus area for Marketing and Communications is to continue building on the positive momentum achieved with ICBC over the past year. The President of ICBC, **Jon Schubert**, is a strong supporter and has encouraged ICBC staff to develop their insurance industry knowledge by taking CIP courses. It's an exciting opportunity for us.

On behalf of all of us on the IIBC Executive, we are very pleased to welcome the **Okanagan Region** as a new Committee on Council with **Shannon Willford**, CIP, CAIB of Western Financial Group as Chair. In line with the overall growth of the Institute and the success of the Vancouver Island Chapter, it is a natural next step to build the Institute presence in the Okanagan Region through expanded seminars, events and course offerings.

In closing, I'd like to take the opportunity to thank **Helena Dolan**, BMath, FCIP, CRM from Intact Insurance who has chaired the Marketing and Communications Committee for the past two years. Helena is stepping down as she is starting a family and we wish her all the best in this wonderful time in her life.

I am honoured to be supporting the Academic Division this year and look forward to working with a superlative group of Committee Chairs. We've always got room for others interested in getting involved. It's rewarding and a fun way to connect with others in the industry. Give us a call!

Professional Division Report

by **Wes M. Chowen**, BA, CIP, CRM, *Vice-President, Professional Division*

Although I thoroughly enjoyed my previous year on IIBC's Executive as Secretary Treasurer, I am even more excited looking forward to this year working with the Professional Division. Although not the "oldest profession" the insurance industry has been around for a long time. We must never forget that insurance is a true profession, and that this Professional Division endeavours to passionately advance the interests of our membership.

The division has undergone some changes in order to more effectively service our membership. **Jasmine Kaila**, BA, CIP of ICBC has moved, after a successful term as Chair of Education Committee, to the new **Seminar Committee**, with a goal to implement 12 Success Series seminars in the Lower Mainland, Vancouver Island and Kelowna, plus 12 CIP Society PROedge seminars. No doubt that organizing 24 seminars should keep the Seminar Committee busy.

Events Committee is also new and will be chaired by **Drinda Ribeiro**, BSC, FCIP, FRM, CIM of Canadian Direct Insurance Inc after a rewarding term as Chair of the Operations Committee. The Events Committee is responsible for events such as networking and charity events, plus convocation, AGM, Western Regional Conference, and CIP Golf tournament. Sounds like a busy year!

Mark Francis, FCIP, ACS of ICBC moves to Chair of the **Future Directions Committee** after years of volunteer work as a member of this committee. This year, the committee will update the Strategic Plan, develop a Risk Management Program and a governance model, and update key indication data. I have worked closely with Mark in the past and look forward to working with him again in his new role as leader of our "think tank". Congratulations Mark!

Great professionals are distinguished not by their abilities, but by the pride they take in their work, their commitment to quality, and devotion to their profession. I look forward to working with the newly designed committees and I congratulate the new Executive, Council and committee members in what should be another successful and highly professional year.

2009 CIP Society of BC Golf Tournament

by **Lee A. Vevers**, CIP, Chair, CIP Society Golf Committee

I recall sitting on the sun warmed deck at Cardero's last summer, celebrating the finale of the 2008 CIP golf tournament with my fellow committee members and institute staff, and reflecting on the unprecedented response and success of that day. Rather than rest on our laurels, we were looking forward to ways of making our tournament even better for the next year. It would have been quite easy for us to stay in our comfort zone with Newlands Golf Course who had taken very good care of us for six years. However, we decided it was time to take a chance and expand our horizons. Being eternal optimists that come with working in the insurance industry, we were all certain that taking a risk would only make it better, and this culminated with our moving the venue for our 2009 tournament. As anyone who attended the 2009 CIP golf tournament can vouch, the Hazelmere Golf course offered an excellent track for all of our 144 golfers to play on, and warm hospitality to our 170 dinner guests who enjoyed an amazing meal complimented by some very good Chandra wine. We received excellent feedback to this year's tournament which will make it a challenge for us to better for the following year. I would like to thank the CIP Society Golf Committee for another successful event.



The 2009 CIP Society Golf Committee: Back row (L to R), Tim Provenzano, Monika Leukefeld, Kim Durocher, Danielle Bolduc, Lee Vevers; front row (L to R) Jan Brownridge, Karen Graves and Monica Woldring (missing: Alexandra Cavasin & Darlene Wagg).

Special thanks to our generous sponsors who made the 2009 CIP Society Golf Tournament a big success!

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Thank you to **The Mutual Fire Insurance Company of BC** for being our WINE SPONSOR! A wine tasting station was a nice treat on the course along with the wine served during dinner.



1st Place team! **Gary Dalton, Michael Jobson, Mike Boulton, and Amyn Amlani.**



Institute president **Graham Haigh** presents **Mike Sully** and **Sara Mehrjou** from WICC a cheque for \$1315, which was the result of partial proceeds from the sale of mulligans and hole sponsorships.

Thanks to our PRIZE SPONSORS, everyone in attendance left with a bottle of wine from the featured winery "Chandra"!

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We took the opportunity to celebrate the CIP Society 10th Anniversary at the CIP Society Golf Tournament. To celebrate, we had a celebration cake and two fantastic wine themed prizes.



Insurance Institute of BC staff at the 10th Hole, Kim Durocher, Karen Graves and Danielle Bolduc.



The National CIP Society winner for a wine getaway to Spirit Ridge Vineyard Resort & Spa in Osoyoos was Lori MacPhee, from Mardon Vanguard Insurance Brokers Ltd. Presented by Kim Durocher, Insurance Institute of BC.



The BC CIP Society prize winner of a wine cooler was won by Paul Curtis from McLaren's Canada. Presented by Lee Vevers, Allmark, Smith & Associates (Chair, CIP Society Golf Committee).

Check out all the photos on Flickr at www.flickr.com/photos/iibc/sets

CIP Society National Leadership Awards

We are extremely pleased to report that the CIP Society National Leadership Awards received, by the June 1st deadline, an unexpected 41 nominations. Within these nominations there is good representation from all regions and both categories. For its inaugural year, launched as part of the 10th anniversary celebrations, this is very exciting.

The National Leadership Awards, as the only national program of its kind for property and casualty insurance professionals, have been created to recognize excellence, integrity and achievement within the Society's membership across Canada. Nominations were accepted in two categories (Emerging and Established Leaders) and four regions (West, Ontario, Quebec and East).

A fair and impartial judging panel was formed to support the integrity of the National Leadership Awards. The judging panel comprised CIP Society members representing all regions. Nominations have been reviewed anonymously based on the nominee's personal qualities, professional commitment and accomplishment, including industry contribution and community engagement.

Award winners will be officially announced in early October. Winners will become the first to be inducted into the CIP Society National Leadership Circle and will be presented with their award at their local Insurance Institute convocation. Watch for the unveiling of this year's award winners and for more details of when awards will be presented. We hope all CIP Society members will want to celebrate the leadership in this year's inaugural winners.

Vancouver Island Chapter Report

by Lucie Ferguson, CIP, CAIB, CRM, *President, Vancouver Island Chapter*

Wow, Vancouver Island continues to grow rapidly and we had another successful year. The Vancouver Island Chapter is like fine wine, it gets better as it ages. We are quite excited and proud of our achievements. As of April 2009, the Vancouver Island Chapter had 550 paid members, which is an increase of 8% over last year!

On June 24, 2009, we hosted our Third Annual CIP Society Golf Tournament at the Cedar Hill Golf Course in Victoria. We had a record number of golfers and look forward to continuing this event as it is always requested by popular demand. We had people travel from Vancouver to be with us. The weather was not great at the start, however after an hour or so, the blue sky was there

to greet us for the rest of the day. Lots of fun and laughs were had by all, it was a blast!

As this was the 10th Anniversary of the CIP Society, we had a grand prize that consisted of a basket filled with spa robes, chocolates, candles, wine and a \$500.00 gift certificate to Tigh-Na-Mara Resort, the lucky recipient was **Eric Renteria** (pictured at left, receiving the prize from **Danielle Bolduc** of IIBC) of Crawford Adjusters.

The Executive would like to thank the following companies for their continued support with both sponsorships and donations:



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Excel Adjustco Inc
Kernaghan Adjusters
Peace Hills Insurance
Thrifty Foods



Golf Committee (L to R): Donna Salahor, Sylvia Bernat, Lucie Ferguson, Lorraine Cuthbert, Muriel Ferguson, Kurt Meyer.

The Vancouver Island Seminar Committee was pleased to have offered the following seminars on the Island: *Mock Trial... You be the Judge*, this seminar was offered in Victoria as well as for the first time in Nanaimo; *Anatomy of a Liar; Directors' and Officers' insurance seminar; Amendments to the Insurance Act & Impacts of the New BC Health Care Costs Recovery Act (Bill 22)*.

This Fall, we are pleased to offer CIP classes in Victoria, Nanaimo and for the first time in Campbell River!

Please join me in congratulating **Donna Salahor** on being the successful candidate for the Vancouver Island Marketing Coordinator position. Donna brings a lot of enthusiasm, knowledge, drive, expertise and many other skills to this position.

On an ending note, I am truly honoured and excited to be serving as President of the IIBC – Vancouver Island Chapter for the 2009-2010 term and to be part of the IIBC Executive team. What a great bunch. I am looking forward to an exciting and challenging year.

To view your team picture on Flickr, go to: www.flickr.com/photos/iibc/sets

2009-2010 Vancouver Island Council Members

PRESIDENT

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

PAST PRESIDENT

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

EDUCATION CHAIR

Dale Rogoza, CIP, CRM
ClaimsPro Inc.

SEMINARS CHAIR

Kurt Meyer, BBA, FCIP, CRM
Canadian Northern Shield

EVENTS CHAIR

Sylvia Bernat, CIP
Intact Insurance

COMMITTEE MEMBERS

Shawn Blennerhassett, CIP
Victoria Claim Works Inc.

Lorraine Cuthbert, CIP, CAIB
Coast Capital Insurance Services

Jim Robinson, FCIP, CRM
Aviva Insurance Company of Canada

Wayne Coates, BA, CIP
Insurance Corporation of British Columbia



Lucie Ferguson (Vancouver Island Chapter President) and Shaun Sinclair (Insurance Institute of BC President) cut the 10th anniversary cake.

Toast Our Success

On June 23rd, 2009, 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. To recognize their contributions to the program, the following Ambassadors were presented with a certificate or a plaque:

Gill Bates – ICBC

Gail Beszedes – ICBC

Laura Caulder – AXA Pacific Insurance

Pierre Chavigny – ClaimsPro Inc.

Michael Connors – Payne, Travis & Associates

Jacques Fournier – Western Financial Group

Pat Fowler – Coast Capital Insurance

Donna Garcia – Intact Insurance

Miriam Gregory – Rainbow Insurance

Roelien Hanslo – RSA Group

Andrew Janzen – Mardon & Campbell Ins.
Brokers (White Rock)

David Johnston – ICBC

Carol Kuzyk

Arthur Li – Sovereign General

Sandra Lyon – BCAA

John McKenzie – Canadian Direct Insurance

Kerry McLaughlin – ICBC

Sara Mehrjou – Gore Mutual Insurance Co.

Sarah Newman – Aviva Insurance Company

Glenda Ouellette – ICBC

Rhonda Palmer – ClaimsPro Inc.

Jennifer Perry – HUB International Insurance Brks

Drinda Ribeiro – Canadian Direct Insurance

Reena Sharma – Gore Mutual Insurance

Karin Singbeil – ICBC

Muriel Sitter – Coast Capital Insurance

Scott Wallace – BFL Canada

Donna Wingenbach – Aviva Insurance Company



(L to R): David Johnston, Kerry McLaughlin, Karin Singbeil, Reena Sharma, Sarah Newman, Sara Mehrjou, Jennifer Perry, Heather Navis from the Insurance Institute of Canada, who presented the awards.



(L to R): Roelien Hanslo, Miriam Gregory, Carol Kuzyk, Arthur Li.

Special recognition was given to Gail Beszedes, Glenda Ouellette, Sara Mehrjou, Sarah Newman and Rhonda Palmer for going above and beyond; all of these Ambassadors facilitated more than 10 events during the school year!

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; we have developed the Ambassador Program to bring real life stories into the classroom. When one of our Ambassadors is invited to a classroom, students receive the benefit of learning what an insurance industry professional has to say about how they help 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 2009 and would love for any interested insurance professionals to attend.

Governing Council 2009-2010

PRESIDENT

Shaun Sinclair, MBA, FCIP, CRM

Telus Communications Inc.

shaun.sinclair@telus.com

1ST VICE PRESIDENT – ACADEMIC DIVISION

Mike Dakin, BA, CIP

Insurance Corporation of British Columbia

mike.dakin@icbc.com

2ND VICE PRESIDENT – PROFESSIONAL DIVISION

Wes M. Chowen, BA, CIP, CRM

McLarens Canada

wesley.chowen@mcclarens.ca

SECRETARY/TREASURER

Pierre Chavigny, CIP, CRM

ClaimsPro Inc.

pierre.chavigny@scm.ca

PAST PRESIDENT

Graham Haigh, BA, FCIP, CAIB

Gore Mutual Insurance Company

ghaigh@goremutual.ca

VANCOUVER ISLAND CHAPTER PRESIDENT

Lucie Ferguson, CIP, CRM, CAIB

Coast Capital Insurance Services

lucie.ferguson@coastcapitalsavings.com

MARKETING AND COMMUNICATIONS

Jan Brownridge, BA Hons, FIP, CRM

Munich Reinsurance Company of Canada

jbrownridge@mroc.com

FUTURE DIRECTIONS

Mark Francis, FCIP, ACS

Insurance Corporation of British Columbia

mark.francis@icbc.com

SEMINARS

Jasmine Kaila, BA, CIP

Insurance Corporation of British Columbia

jasmine.kaila@icbc.com

EDUCATION & CAREER CONNECTIONS

Jennifer Perry, CHRP, CPM

HUB International Insurance Brokers

jennifer.perry@hubinternational.com

EVENTS

Drinda Ribeiro, BSc, FCIP, FRM, CIM

Canadian Direct Insurance Inc.

drinda_ribeiro@canadiandirect.ca

OKANAGAN

Shannon Willford, CIP, CAIB

Western Financial Group

shannon.willford@westernfg.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 support and donation of your time is very much appreciated.

Melanie Acs	Economical Insurance Group	Pat McAuley	McAuley Claims
Raylene van den Adel	AXA Pacific Insurance Co.	Darlene McBride	Aviva Insurance Company
Rita Algabre	Gore Mutual Insurance Co.	Fern McCannell	Barnescraig & Associates
Kim Bannigan	The Co-operators	Maurice McFadden	ICBC
Gordon Baughen	Capri Insurance Services	Susan McFarlane	ICBC
Claudette Bennison	ICBC	Kevin McIntyre	Underwriters Group of Companies
David Beatty	ICBC	Paul McNicholls	ICBC
Sylvia Bernat	Intact Insurance	Wendy MacAulay	Capri Insurance Services
Carol Bruno	Whillis Harding Agencies	D'Arcy MacKay	ICBC
Pierre Chavigny	ClaimsPro Inc.	Alice Mak	Premier Marine Ins Managers Group (West) Inc.
Wes Chowen	McLarens Canada	Sara Mehrjou	Gore Mutual Insurance Co.
Gayle Clingwall	Johnston Meier Insurance Agencies	Rose Mercer	BCAA Insurance Agency
Connie Desharnais	Aviva Insurance Company	Erika Moore	Capri Insurance Services
John Domes	ICBC	Brenda Muress	Aon Reed Stenhouse
Randy Driediger	RCU Insurance	Ann Nagy	BCAA Insurance Agency
Lesley Fisher	ICBC	Stephen Ottewell	AXA Pacific Insurance Co.
Ron Fisher	ICBC	Sarah Peplow	Aon Reed Stenhouse
Jacques Fournier	Fournier Agencies	Jennifer Ramsay	Intact Insurance
Iris Gianikos	Stutters Restoration	Heather Regush	ICBC
Teresita Gotengco	Aviva Insurance Company	Dale Rogoza	ClaimsPro Inc.
John Graves	ICBC	Vicki Rowan	Intact Insurance
Colleen Gustafson	ICBC	Bob Scott	Scott & Associates Insurance Adjusters
Brett Hansen	Associated Adjusters	Donna Salahor	Intact Insurance
Jack Hardacre	BCAA Insurance Agency	Howard Sale	The Co-operators
Penny Harris	Murrick Insurance	Carol Saxon	ICBC
Linda Hendrickson	ICBC	Nicole Schalich	ILS Learning Corp.
Kathryn Hepher	ICBC	Joan Sholinder	Lakeside Insurance Agencies
Laura Hughes	Province of BC Risk Management	Jennine Simister	ICBC
David Johnston	ICBC	Muriel Sitter	Coast Capital Insurance Services
Nicole Jorgensen	Associated Island Adjusters	Gary Smith	Coast Claims Service
Jasmine Kaila	ICBC	Castor So	Oakwest Insurance Services
Wayne Kell	Intact Insurance	Melissa Steadman	Intact Insurance
Leah Kirkham	Stutters Restoration	Lynda Stewart	Johnson Inc
Bernice Klaudt	Economical Insurance Group	Rob Story	ICBC
Yvonne Kuxhouse	ICBC	Gary Taylor	Economical Insurance Group
Carol Kuzyk	---	Greg Thierman	Crawford & Company Canada
Gil Lagasse	Beacon Underwriting	Val Urban	AXA Pacific Insurance Co.
Eric Laity	Cardinal Claims Service	Simone Van Kooy	Canadian Northern Shield
Raymond Lau	New World Insurance	Wendy Weller	Prospera Insurance
Jeanie Lee	Commonwealth Insurance Co.	Shannon Willford	Whillis Harding Agencies
Ghyslaine Lemay	Aviva Insurance Company	Angela Williams	Northcountry Insurance Agencies Ltd.
Monika Leukefeld	BFL Canada Insurance Services Inc.	Leslie Wilson	CUISA
Shirley Levesque	Kootenay Insurance Services	Dawn Wing-Lantela	ICBC
Arthur Li	Sovereign General	Ron Woiden	ICBC
Hugh Lindsay	FMG Financial Mentors Group Inc.	Monica Woldring	A-WIN Insurance Network
Pam Louttit	Mutual Fire	David Yorston	ICBC
Sandy Lyon	BCAA Insurance Agency	Linda Yoshida	ICBC

Thank You!

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