



Institute Insider

AUGUST 2004

FOR MEMBERS OF THE INSURANCE INSTITUTE OF BRITISH COLUMBIA VOLUME 10, ISSUE 1

President's Message

As I begin my term as President, I look forward to an exciting year as the Institute prepares to launch the new CIP Program in September. The new Program repre-



Phil Cunningham, BA Hons, CIP, Pg/Dip

sents our largest and most significant undertaking in the last two and a half decades. We have been planning and talking about this for the past two years and the time has now arrived.

More skill based courses have been added, along with new textbooks and teaching aids. The curriculum has been restructured and a greater emphasis has been placed on the application of theoretical knowledge. (Those of us who spent days memorizing entire textbooks will probably appreciate this the most!) The nine brand new applied professional courses represent perhaps the greatest advancement and these completely new courses are offered at three levels of study, with categories for brokers, underwriters and claims adjusters.

IIBC also welcomes two new Committee Chairs for this term. Rick Pickens, FCIP, CCIB, CRM with Pemberton Insurance, a former Institute Instructor of the Year, has joined Council as Chair of the Seminar Committee. And Joanne Campbell, MBA, FCIP of ICBC, has taken over as Chair of the Marketing and Communications Committee from Andrew Janzen, BComm, FCIP, FRM, CAIB. Andrew has in turn joined the Executive Council as Secretary Treasurer.

In June your CIP Society hosted its

2nd Annual CIP Golf Tournament at Newlands in Langley. Yet again the weather was incredible, with CIP Members and their guests enjoying a wonderful day of golf and some great prizes. The event sold out this year so make sure to book your tickets early for next year! IIBC will also be offering various seminars throughout the year and, as always, we strive to make sure they address the most relevant and pressing needs of our members.

The Insurance Institute strives to combine professional advantage with personal reward and the new CIP program continues to equip today's insurance professionals with the tools they need to excel in their chosen field. IIBC is always looking for qualified members to serve on our committees, become Instructors or proctor exams. If you are interested in volunteering, call the IIBC office to see if there is something you can do!

*Phil Cunningham, BA Hons, CIP, Pg/Dip
President*

Important Dates to Remember

- August 20 **Registration Deadline** for Fall Semester In-class CIP Courses
- September 13 **Fall Semester** begins
- September 20 **"Study for Success" Seminar**, SFU Harbour Centre, Vancouver
- October 7 **"Equipment Breakdown Insurance" CIP Society Seminar**, SFU Harbour Centre, Vancouver
- October 8 **"Equipment Breakdown Insurance" CIP Society Seminar**, Holiday Inn, Victoria
- November 18 **Annual Awards Luncheon**, Sheraton Wall Centre Hotel, Vancouver
- November 19 **Annual Awards Banquet**, Victoria Golf Club, Victoria
- December 6-10 **Fall Semester National Examinations**

For more information, please visit: www.iibc.org



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Vancouver Island Chapter Report

By **Tara Johnson**, CIP
President, Vancouver Island Chapter

As President of the Vancouver Island Chapter for the coming year, I am honored to be working with such an enthusiastic group of individuals. **Vicki Rowan** (Past President), **Sue Perfect** (Secretary/Treasurer), **Shawn Blennerhassett**, **Chris Flint**, **Jason McCutcheon** and **Muriel Sitter** will be remaining on council for this year. In addition, we have welcomed two newly elected members, **Dale Rogoza** and **Colleen Gustafson**, to the Board.

We are pleased to once again partner with Camosun College in offering the General Insurance Essentials course for September 2004. We successfully offered this course for the first time last year & the college received several requests to hold the course again. We are excited to see many of the graduates from the first offering working in the local insurance community.

Providing interesting & relevant seminars is always one of our goals and we have several great topics lined up for the coming year. The Kelowna fires, Equipment Breakdown Insurance, and an updated version of the highly successful Risk Management seminar that we held in 2002 are three that we are currently working on.

With the new CIP Program taking full effect this September we expect class enrollment to increase. Don't forget to check out the website at www.iibc.org to see which courses will be offered

Another project in the works for this year is a fun social event for both CIP & FCIP graduates that we hope will become an annual event.

We have a wonderfully active insurance community on the island and it is great to see so many people involved with the Insurance Institute by participating in local events, attending local seminars and enrolling in evening courses.

With all that is planned for the coming year I am looking forward to another great year.

Academic Division Report

By **John Dickinson**, BA, FCIP
Vice President, Academic Division

Last year was a great success for the Institute, thanks in no small part to many of the great volunteers that make up your committee chairs and who make things happen. And if last year was great this year promises to be superb for the Academic Division, with two top performers coming back to build on their experiences, and one new addition who is delivering results for the Institute before the fiscal year has even started.

The **Education Committee**, led by the innovative **Ed Novak** BA Hons, CIP of ICBC, is committed to providing students high quality educational instruction by recruiting, training and supporting industry professionals as instructors. An experienced instructor himself, Ed will lead the Committee in providing a mentoring program for new instructors and for industry professionals having the necessary qualifications and interested in becoming instructors. The Committee will also be working with the Insurance Institute of Canada in addressing BC based concerns as they pertain to Education. Another goal is to work with instructors and students in obtaining their input to ensure texts are current in the information being provided and taught.

The **Marketing and Communications Committee**, lead by the results-driven **Joanne Campbell** MBA, FCIP also of ICBC, will focus on promoting the Institute and relaying its value proposition to current and new members. The goal of the committee is to improve the balance in membership to better reflect the population segments. In particular, Institute courses can help to develop the talents of ICBC staff as it moves into a more competitive marketplace, and in

fact Joanne is already spearheading an initiative within ICBC to increase the profile of our offerings. The committee also routinely contacts all CAIB graduates to invite them to continue their development by pursuing their CIP. The successes of graduates in the CIP and FCIP program are announced in the Vancouver Sun through this committee as well, and you might remember that last year they were successful in getting the announcements in the very day of the graduation ceremonies.

The **Operations Committee**, lead by the charming **Janice Wavrecan** of Royal & SunAlliance, are looking forward to another year of working closely with the Institute office staff in delivering a number of key services for members. Goals this year will include the revamping of the IIBC web site to a more user-friendly design – both visually and practically – while maintaining a professional image; production of manuals to be used as guides for anyone involved in planning various events for the Institute; and the production of 3 newsletters that will inform, enlighten and entertain members of the Institute. In addition, Janice and her esteemed team will be entering their second year of coordinating one of the biggest and most anticipated events of the insurance industry calendar: the graduation awards ceremony. This year, the event will be held on **November 18**. Mark your calendars and we hope to see you there!

Did You Know?

With your PIN, you can access:

- **Exam Results**
(July exam results will be available August 14, 2004)
- **The New CIP Program Course Calculator**
(Individualized to your course requirements)
- **Student History**
(Transcript)
- **Member Information**
(Personal information on file)

CIP EVENING CLASS SCHEDULE for the Lower Mainland & Vancouver Island

Early Registration Deadline: July 16, 2004 • Regular Registration Deadline: August 20, 2004

FALL 2004 (September 2004 - December 2004)

LOWER MAINLAND

	COURSE NUMBER & TITLE	DAY	START TIMES	STARTS	LOCATION
C11*	Principles & Practice of Insurance (should be taken first)	Tuesday	5:15 pm	September 14	North Vancouver
		Tuesday	6:30 pm	September 14	Surrey
		Wednesday	5:15 pm	September 15	IIBC
C12*	Insurance on Property	Tuesday	5:15 pm	September 14	IIBC
		Wednesday	6:30 pm	September 15	Coquitlam
C13*	Insurance Against Liability (Part 1)	Monday	5:15 pm	September 13	Burnaby
		Wednesday	5:15 pm	September 15	North Vancouver
		Thursday	6:30 pm	September 16	Langley
C14*	Automobile Insurance (Part 1)	Monday	6:30 pm	September 13	Surrey
		Thursday	5:15 pm	September 16	North Vancouver
C16*	The Business of Insurance (should be taken last)	Thursday	5:15 pm	September 16	IIBC
C39	Fraud Awareness & Prevention	Monday	5:15 pm	September 13	IIBC
C43	Specialty Lines	Wednesday	5:15 pm	September 15	IIBC
C53	Principles of Marine Insurance	Thursday	5:15 pm	September 9	IIBC
C72	Introduction to Risk Management & Commercial Lines	Thursday	5:15 pm	September 16	IIBC
C110	New Course! Essentials of Loss Adjusting	Tuesday	5:15 pm	September 14	IIBC
C111	New Course! Advanced Loss Adjusting	Thursday	5:15 pm	September 16	IIBC
C120	New Course! Underwriting Essentials	Monday	5:15 pm	September 13	IIBC
		Wednesday	6:30 pm	September 15	Langley
C130	New Course! Essential Skills for the Insurance Broker & Agent	Wednesday	5:15 pm	September 15	IIBC

VANCOUVER ISLAND

	COURSE NUMBER & TITLE	DAY	STARTS	LOCATION
C14*	Automobile Insurance – Part I	Monday	September 13	ICBC – Victoria
C16*	The Business of Insurance (should be taken last)	Wednesday	September 15	ING – Victoria
C120	Underwriting Essentials	Tuesday	September 14	Ministry of Finance – Victoria
C13*	Insurance Against Liability – Part 1	Tuesday	September 14	Courtenay AND Campbell River (will alternate weekly)

*Schedule subject to changes, please check www.iibc.org for updates.
Fee Schedule on reverse page.*

Fall Semester – One Week CIP Course

We are planning to offer a one-week course (Fast Track) in Vancouver, in October/November 2004, with final examination to be written in December (same time as all CIP courses).

If a one-week course is of interest to you, please contact us and let us know which course you would prefer.

Telephone **1-888-681-5491** or in Vancouver **(604) 681-5491**; or by email at: genmail@iibc.org.

CIP EVENING CLASS SCHEDULE for the Lower Mainland & Vancouver Island

Early Registration Deadline: November 12, 2004 • Regular Registration Deadline: December 10, 2004

WINTER 2005 (January 2005 - April 2005)

LOWER MAINLAND

COURSE NUMBER & TITLE		DAY	START TIMES	STARTS	LOCATION
C11*	Principles & Practice of Insurance (should be taken first)	Tuesday	6:30 pm	January 11	Langley
		Wednesday	5:15 pm	January 12	IIBC
C12*	Insurance on Property	Tuesday	5:15 pm	January 11	IIBC
		Wednesday	5:30 pm	January 12	North Vancouver
C13*	Insurance Against Liability (Part 1)	Monday	5:30 pm	January 10	Burnaby
		Wednesday	5:15 pm	January 12	IIBC
C14*	Automobile Insurance (Part 1)	Monday	6:30 pm	January 10	Coquitlam
		Thursday	5:15 pm	January 13	IIBC
C16*	The Business of Insurance (should be taken last)	Thursday	5:15 pm	January 13	IIBC
C32	Bodily Injury Claims	Tuesday	6:30 pm	January 11	Surrey
C35	Insurance Against Crime	Tuesday	5:15 pm	January 11	IIBC
C40	Business Interruption Insurance	Monday	5:15 pm	January 10	IIBC
C48	Automobile Insurance – Part 2	Thursday	5:30 pm	January 13	Burnaby
C54	Marine Underwriting	Thursday	5:15 pm	January 6	IIBC
C110	Essentials of Loss Adjusting	Tuesday	5:15 pm	January 11	IIBC
		Wednesday	6:30 pm	January 12	Surrey
C111	Advanced Loss Adjusting	Thursday	5:30 pm	January 13	North Vancouver
C120	Underwriting Essentials	Monday	5:15 pm	January 10	IIBC
C121	Advanced Underwriting	Wednesday	5:15 pm	January 12	IIBC
C130	Essential Skills for the Insurance Broker & Agent	Thursday	6:30 pm	January 13	Langley
C131	Advanced Skills for the Insurance Broker & Agent	Monday	5:15 pm	January 10	IIBC

VANCOUVER ISLAND

COURSE NUMBER & TITLE		DAY	STARTS	LOCATION
C11*	Principles & Practice of Insurance	TBA	January	TBA – Victoria
C32	Bodily Injury Claims	TBA	January	TBA – Victoria
C40	Business Interruption Insurance	TBA	January	Courtenay AND Campbell River

Schedule subject to changes, please check www.iibc.org for updates.



Evening Class Fee Schedule/2004-2005

FEE SCHEDULE ITEM	2004/2005 REGULAR REGISTRATION			2004/2005 EARLY REGISTRATION		
	TUITION & EXAM	TEXT	TOTAL	TUITION & EXAM	TEXT	TOTAL
Course C-11	422.65	123.05	545.70	406.60	123.05	529.65
Other CIP Courses	385.20	123.05	508.25	369.15	123.05	492.20
Marine Courses	385.20	230.05	615.25	369.15	230.05	599.20

Professional Division Report

By *Carol Kuzyk*, FCIP, CRM
Vice President, Professional Division

I am pleased to return as an Executive Member of Governing Council for IIBC. As 2nd Vice President, my primary responsibilities relate to the Professional Division Committees. I look forward to working with this outstanding team!

SEMINARS

Chaired by *Rick Pickens*, FCIP, CCIB,
CRM (Pemberton Insurance Corp.)

This will be Rick's first year on Council, though he is certainly familiar with IIBC. He is a past recipient of the Instructor of the Year Award and has previously served as a member of the Education Committee. His mandate is to oversee the Seminar Committee in their development of a series of seminars in the Lower

Mainland and other parts of B.C. (excluding Vancouver Island). Rick is looking for volunteers for the Seminars Committee, so please contact him if you would like to get involved. We look forward to receiving the announcements of what I am sure will be timely and engaging topics.

CIP SOCIETY

Chaired by *Graham Haigh*, BA, CIP,
CAIB (BCAA Insurance Corp.)

Graham returns to the CIP Society Committee and has already launched the year with an outstandingly successful golf tournament. The primary purpose of this Committee is to provide and communicate IIBC services to all graduates and to

promote the CIP Society and its benefits. Graham and his Committee have some exciting ideas for achieving these goals and we cannot wait to hear more about these.

FUTURE DIRECTIONS

Chaired by *Shaun Sinclair*, MBA, FCIP,
CRM (Telus)

Shaun is returning to chair this Committee to further the strategies which the Committee developed last year. In addition, they will be exploring the feasibility of future opportunities for the Institute with concentration on insurance companies and the broker force. Shaun is also looking for one or two additional members for this Committee, so please contact him if you are interested in being involved in the future of IIBC.

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 or Adjuster License. Based on the General Insurance Essentials courses of the Insurance Institute of Canada, 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. **Once this training has been completed, the successful candidate is required to have the sponsorship (employment) of a licensed insurance agency in order to obtain a Level 1 license.**

Douglas College Continuing Professional Education and Camosun College, 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

Instructor: Carol Kuzyk, FCIP, CRM
Location: New Westminster Campus
Dates: September 18 - November 6 (no class October 9)
Times: Saturday, 9:00 am - 4:00 pm (7 sessions)
Fee: \$425 plus textbooks (plus \$15 registration fee)
Textbooks: General Insurance Essentials – Part 1 (includes CD Rom)
General Insurance Essentials – Part 2

For more information, please visit:
http://www.douglas.bc.ca/ce/cba/cba_prep.html

Camosun College

Instructor: Maurice McFadden, CIP
Location: Interurban Campus
Dates: September 15 - December 15, 2004
Time: Wednesday, 6:30 - 9:30pm (14 sessions)
Fee: \$425 plus textbooks
Textbooks: General Insurance Essentials – Part 1 (includes CD Rom)
General Insurance Essentials – Part 2

For more information, please visit:
<http://www.bus.camosun.bc.ca/depts/ce/iibc/iibc.htm>

Free Information Session
Wednesday, September 8, 2004 from 7:00 - 8:30 pm.
For information, call (250) 370-3550.

Thank You to Our Exam Proctors!

A big thank you to our proctors for your assistance in the past year (Fall, Winter and Spring Semesters).
Your generous donation of your energy and time is very much appreciated.

Angela William.....	<i>Northcountry Insurance Agencies Ltd.</i>	Linda Yoshida	<i>ICBC</i>
Angie Wood	<i>North Island College</i>	Lynne Vetter	<i>Wawanesa Mutual Insurance</i>
Arne Chaddock	<i>Browning & Matthews Insurance Agency</i>	Marg Zerr	<i>Coast Country Insurance</i>
Brian Brown.....	<i>Brian Brown & Associates</i>	Mary Dehod.....	<i>Wawanesa Mutual Insurance</i>
Carol Bruno	<i>Whillis Harding Agencies</i>	Michelle Gernon.....	<i>College of the Rockies</i>
Dawn Wing-Lantela.....	<i>ICBC</i>	Nancy Howlin.....	<i>Powell River Insurance Services Ltd.</i>
Diane Varga	<i>Capri Insurance Services</i>	Pamela Jolin.....	<i>Coast Country Insurance</i>
Doug Leach.....	<i>ICBC</i>	Patricia Wyka	<i>St Paul Fire & Marine Insurance</i>
Ed Novak.....	<i>ICBC</i>	Peter Strathdy	<i>Coast Claims</i>
Eric Laity	—	Raylene van den Adel	<i>Axa Pacific Insurance Company</i>
Gary Dalton	<i>CGI Group</i>	Rob Crone	<i>Vancity Insurance Services</i>
Gary Smith.....	<i>ING Insurance Company of Canada</i>	Rob McFarlane	<i>Morris & Mackenzie Inc</i>
Gary Kanda	<i>Kootenay Adjusting Services</i>	Roger Cervo.....	<i>Willis Canada Inc</i>
Gayle Clingwall	<i>Johnston Meir Insurance</i>	Rose Tomlinson	<i>ICBC</i>
Gordon Baughen	<i>Capri Insurances Services</i>	Shaun Sinclair	<i>Aon Reed Stenhouse</i>
Gudrun van der Hoek.....	<i>Northcountry Insurance Agencies Ltd</i>	Shawn Blennerhassett	<i>Victoria Claim Works Inc</i>
Hank Leenders	<i>Aon Reed Stenhouse</i>	Shawn Trimble	<i>The Innovators Insurance Agencies Ltd.</i>
Hans Doge	<i>HD Adjusters</i>	Sheran Brawn.....	<i>Chilliwack Insurance Agencies</i>
Howard Sales.....	<i>The Co-operators</i>	Shirin Lalji.....	<i>Federation Insurance Company</i>
Hugh Lindsay.....	<i>FMG Financial Mentors Group</i>	Steve Ottewell.....	<i>Axa Pacific Insurance Company</i>
Jacques Fournier	<i>Fournier Agencies</i>	Susan Perfect.....	<i>Axa Pacific Insurance Company</i>
Jan Biggs	<i>Axa Pacific Insurance Company</i>	Tara Johnson	<i>ING Insurance Company of Canada</i>
Janet Ehrman.....	<i>Westview Agencies Ltd.</i>	Teresa Ciardullo.....	<i>Capri Insurance Services</i>
Jason McCutcheon.....	<i>Seafirst Insurance Brokers</i>	Terry Staples.....	<i>Aon Reed Stenhouse</i>
Joanne Campbell.....	<i>ICBC</i>	Terry Carlow.....	<i>Sovereign General Insurance</i>
John Domes	<i>ICBC</i>	Tony Eberts.....	<i>Aon Reed Stenhouse</i>
Julia Pathman.....	<i>ICBC</i>	Trish McIver	<i>The Innovators Insurance Agencies Ltd.</i>
Kathy Granner	<i>Northcountry Insurance Agencies Ltd.</i>	Una Magas.....	<i>ICBC</i>
Keith Williams	<i>North Island College</i>	Val Urban	<i>Citadel General Assurance</i>
Kelly Eisler	<i>Coast Claims</i>	Vicki Rowan.....	<i>ING Insurance Company of Canada</i>
Kelly Firby.....	<i>Northcountry Insurance Agencies Ltd.</i>	Wanda Mandos	<i>Aon Reed Stenhouse</i>
Laura Bolster.....	<i>Megson Fitzpatrick Inc.</i>	Wesley Chowen.....	<i>Crawford Adjusters Canada</i>

Thank You!

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