



Institute Insider

JULY 2005

FOR MEMBERS OF THE INSURANCE INSTITUTE OF BRITISH COLUMBIA

VOLUME 11, ISSUE 1

President's Message

Being a bright, articulate and well informed member of the Insurance Institute, you are no doubt well aware of the trials and tribulations faced by our



John Dickinson, BA, FCIP

industry over the past few years. The hard market was just becoming past tense when we were hit with the Spitzer investigation of bid rigging, and the further stretch into the area of contingent com-

missions. While the fallout from the latter is still playing itself out, none of this helped the reputation of an industry that prides itself on a high level of professionalism and customer focus.

So what can you, oh wise and eager one, do about it ?

As your newly minted president, I would humbly and respectfully submit that there is much you can do. Invest in your industry, and invest in yourself, by continuing to further your knowledge, education, and skill set through the courses, seminars, and activities offered by your local Institute.

Clearly you have already taken the first steps. After all, you are taking the time to read this newsletter, and it is probable you are already enrolled in courses or are a graduate. Perhaps you are closing in on your CIP, given that the courses are being upgraded to rave reviews and the number of required courses has now been reduced to 10. Or, maybe you are halfway through your FCIP - supplementing your technical knowledge with the wide range of business knowledge you are attaining

through the "masters degree" of the insurance industry.

Or perhaps you are one of the few that have enlightened yourself even further by participating on one of six of our volunteer committees. Good for you! We need more of you, by the way.

The point I'm taking so long to make is the more you do to invest in yourself and your industry, the more you contribute to pulling us out of our cycle of bad news. We will only regain the trust of the customers one step at a time. We need people like you who are dedicated to continuous improvement.

Every extra effort, multiplied by our over 3,000 members, counts. Take that extra seminar. Squeeze in 3 courses this year instead of two. You'll be glad you did, perhaps not the night before the exam, but most certainly after you emerge victorious from successfully remembering the glorious and exciting coverages contained in a homeowners policy!

And speaking of restoring confidence,
continued on page 2...

Important Dates to Remember

- August 19:** *Registration Deadline* for Fall Semester In-class CIP Courses
- September 12:** *Fall Semester* begins
- September 19:** *"Study for Success" Seminar*, SFU Harbour Centre, Vancouver
- September 22:** *"Exposures from Website & Copyright" Seminar*, SFU Harbour Centre, Vancouver
- November 17:** *Annual Awards Luncheon*, Fairmont Waterfront Hotel, Vancouver
- November 18:** *Annual Awards Banquet*, Victoria Golf Club, Victoria
- December 5-9:** *Fall Semester CIP national examinations*

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



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President's Message

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you can be rest assured that your local Institute is doing its part to lead the way.

For the first time ever, we are financially self sufficient. As much as we appreciated it, we no longer need assistance from our brothers and sisters at the Insurance Institute of Canada to maintain our operations. Only two other Institutes across all of Canada can claim that.

All of our key measures are up; membership, course enrollment, seminar participation – all going gangbusters. With people rushing back to finish their CIPs under the new program, we are looking at graduating at least twice the number of CIPs as in past years, this November. Happy days!

Moving forward, your results driven and extremely talented council will continue to keep the momentum going by focusing on increasing broker and ICBC membership; designing customized seminars or courses for individual firms and offices, and increasing the overall level of service and value we provide to our you, our most valued member.

As your president, I am at your service over the next year. Ideas, suggestions, comments on how we can be better, or if you'd like to volunteer to serve on a committee, email me at john.dickinson@icbc.com or give me a call at 604-982-4380.

John Dickinson, BA, FCIP
President

Thank You On Side Restoration Services Ltd.

Thank you to Steve McDonald and On Side Restoration for installing the new white boards in our classroom.

Your support and assistance is very much appreciated!

Academic Division Report

By **Carol Kuzyk**, FCIP, CRM
Vice-President, Academic Division

Work has already begun on the fulfillment of this year's mandates for the development and promotion of IIBC initiatives, objectives and policies. In addition to working with the Academic Division Committees, I will be leading the exploration of expanding CIP courses to the Southern Interior. Some of the projects to be undertaken by the Committees include the following:

Operations Committee

Chaired by **Penny J. Harris**, FCIP, CRM
(Aon Reed Stenhouse)

Penny has previously served on the Education Committee. This year she has agreed to assume responsibility for special activities, events and awards of IIBC. Her Committee will assist with some of the administrative operations including database and website upgrading. A review of our office space will be undertaken. They will also facilitate the annual awards event and publish our newsletters.

Education Committee

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

Shaun has previously served on the Future Directions Committee and will now be chairing the Education Committee. This Committee will be researching techniques to improve the quality and delivery of IIBC's educational products for students. They will also arrange a Professional Development Day for our instructors.

Marketing & Communications Committee

Chaired by **Joanne Campbell**, MBA, FCIP (ICBC)

Joanne has agreed to continue as Chair of this Committee and will continue initiatives which began last year. The Committee will be undertaking a major general publication print promotion of the CIP program and IIBC. They will also co-ordinate the industry specific publication articles and announcements.

We are looking forward to a very exciting and rewarding year and invite anyone who might be thinking of volunteering for any of the Committee to contact any member of Council or Danielle Bolduc.

Governing Council 2005-2006

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Professional Division Report

By **Andrew Janzen**, BComm, FCIP, FRM, CAIB, *Vice-President, Professional Division*

So my title is second vice president, Professional Division, Insurance Institute of BC. I cannot think of a more apropos title than "Professional Division" – for isn't that our purpose? I firmly believe that the Insurance Institute is not in the education business – rather it is the business of creating professionals – insurance professionals. Well, at least assisting in the creation and formation of Chartered Insurance Professionals. The actual creation is based on the desire and motivation of our members and students, and it is an honour to be working on your behalf.

The professional division is responsible for the oversight of the committee chairs of the CIP Society, the Future Directions Committee, and the Seminar Committee of the Insurance Institute of BC. We have three outstanding chair people in place for these committees who are ready, willing, and able to tackle their mandates.

Ed Novak, BA Hons, CIP of ICBC, is returning to council this year, but in a new role as chair of the CIP Society. Ed's mandate is to Identify, Evaluate, and Promote opportunities for CIP and FCIP graduates

– our Professionals. To accomplish this, he will liaise with the national CIP Society (addressing and responding to graduate member needs); ensure appropriate CIP Society content on IIBC website; and organize graduate level Seminars. Also, he will organize and host what has become the hugely successful and popular CIP golf tournament scheduled for June 2006. Any profits generated are used for advertising and promoting Chartered Insurance Professionals both to the members, and to the general public.

Wes Chowen, BA, CIP of AON Reed Stenhouse, is moving from committee member to chair of the Future Directions Committee. The Future Directions Committee has the unique challenge this year of designing and implementing a Career Connection program for IIBC and making recommendations for ongoing operations. If you are not familiar with Career Connections, it is fabulous material developed by the Insurance Institute of Canada to attract students to careers in the insurance industry. Check out their work at <http://www.career-connections.info>. Additionally, the Future Directions

Committee is responsible for establishing and updating reports with key indicators (Financial, Membership, CIP Society membership, Course enrollment by type – evening class & distance learning) including a five year historical comparison for trend analysis. By April 2006, they are to submit the updated strategic plan to the Executive.

Drinda Ribeiro, BSc, FCIP, FRM of Aviva Insurance Company, the new chair of the Seminar Committee, is also new to council this year. Drinda joins us with experience as a member of that same committee, and will be responsible for developing a series of profitable seminars, programs and opportunities to meet the needs of IIBC membership. With our seminars, the Insurance Institute of BC has traditionally focussed on quality, not quantity – this will continue under Drinda's leadership.

I, personally, am excited about the quality of individuals willing to give their time to the Institute. It will be another great year!

Vancouver Island Chapter Report

By **Sue Perfect**, CIP, CRM, *President, Vancouver Island Chapter*

The Vancouver Island Chapter wishes to extend our appreciation for your continued support of the Insurance Institute, and of our local chapter.

We are fortunate to have an exceptional group of individuals on Council this year dedicated to finding out what the Island members' needs are and attempting to meet those needs. This year's council members are **Tara Johnson**, CIP (Past President); **Colleen Gustafson**, CIP (Secretary/Treasurer); **Shawn Blennerhassett**, CIP; **Chris Flint**, CAIB; **Dale Rogoza**, CIP, CRM; **Muriel Sitter**, CIP, CRM; **Lucie Ferguson**, CIP; **Gloria Kondruk**, FCIP, CRM.

One area of continuing focus is, as always, Education. We will be looking at alternatives to the evening classes which have been the only available options to students in the past. Under consideration are condensed classes offered on weekends. We will be canvassing students to find out where interests lie in this regard.

Our intention is not to do away with evening classes, but to offer alternatives in addition to the evening classes.

We are excited about having expanded our offering of classes beyond Victoria to several other communities throughout the Island. The classes being offered in the Fall 2005 semester are as follows:

Victoria

C11 *Principles and Practice of Insurance*

C32 *Bodily Injury Claims*

C110 *Essentials of Loss Adjusting*

Duncan

C14 *Automobile Insurance Part 1*

Nanaimo

C11 *Principles and Practice of Insurance*

C111 *Advanced Loss Adjusting*

Courtenay classes are also being looked at for upcoming semesters. This will be dependent upon sufficient interest in the area.

There has been positive feedback from students regarding the new Applied

Professional courses. These more skills-based courses place a greater emphasis on the application and understanding of the material, and have been well received by students who have taken these classes thus far.

The General Insurance Essentials class will be offered through Camosun College again this year. Our partnership has been successful, and we are pleased to have it continue.

It is great to see the number of CIPs increasing on the Island! Congratulations to all who have attained this accreditation and to those working towards it.

Providing interesting and relevant seminars will continue to be a focus of our chapter this year, as in past years.

We hosted our first CIP event Trade Show this past year and hope to expand it further in the coming year. Stay tuned for further updates on this event in the coming months.

2005 CIP Society of BC Golf Tournament *By Graham Haigh, BA, CIP, CAIB*

Our third annual golf tournament was held at Newland's Golf and Country Club on Wednesday, June 1st. For the second year in a row, we had sell-out attendance of 144 golfers plus a handful of additional dinner guests.

There was lots of excitement this year, with one golfer the envy of the field by achieving a hole in one with a \$10,000 cash prize attached courtesy of Pritchard Woodall and Associates. The tournament winners consisted of **James Chee, Scott Wallace, Rob Tanaka** and **David Brenner** of the Insurance Council of BC. However, the big winners were all who played as we won the weather lottery. Torrential morning rains turned to clear and sunny skies right around the 1 PM start. So, we're 3/3 with respect to weather for this event.

Following on last year's donation to the Women In Insurance Cancer Crusade, this year's tournament succeeded in raising \$3,000 for the charity. A big pat on the back goes to the insurance industry for their support of the CIP Society of BC tournament and our chosen charity.

To view photos of the participating foursomes, please visit www.inspektech.com and under News & Events, click CIP Society of BC 2005 Annual Golf Tournament photos. If you plan to attend next year's event, make sure you sign up as soon as you see the announcement next Spring as we're expecting another sell-out.

The success of the CIP Golf Tournament was due to the contributions of many, including:

- **David Porter** for organizing the hole sponsorships
- **Troy Wotherspoon** (Wotherspoon & Associates); **Terry & Erica Staples** (retired); **Kim Durocher** (IIBC); **Joanne Campbell** (ICBC) and **Jack Hardacre** (BCAA), for their assistance on the day of the tournament.

Thank you to our Hole Sponsors:

Aon Reed Stenhouse · AXA Pacific · Aviva · Economical · BCAA Insurance · ING Insurance · Advance Claims · Jardine Lloyd Thompson · Morris & Mackenzie · Hub International · Gore Mutual · Pritchard Woodall · Mardon Group · Johnston Meier · Canadian Northern Shield · Matson Driscoll & Damico · ICBC · Royal & Sun Alliance



Pictured are Tournament Winners (l to r): Scott Wallace, Rob Tanaka, David Brenner and James Chee.

Licensing Programs

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. 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 Homeowners' 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 (fee \$55 per year).

Douglas College (New Westminster)

Instructor: Carol Kuzyk, FCIP, CRM
Location: New Westminster Campus
Dates: September 17 - November 5, 2005
 (no class October 8)
Times: Saturday, 9:00 am – 4:00 pm (7 sessions)
Fee: \$475 plus textbooks (plus \$15 registration fee)
CRN: 31136
Textbooks: General Insurance Essentials – Part 1
 (includes CD Rom)
 General Insurance Essentials – Part 2

Camosun College (Victoria)

Instructor: Maurice McFadden, CIP
Location: Interurban Campus
Dates: September 13 - December 15, 2005
Time: Tuesday, 6:00 – 9:00 pm (14 sessions)
Fee: \$435 plus textbooks
Course Code: IIBC 500V 2005F

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

Free information session: Wednesday, September 7, 2005 from 6:30- 8:00 pm. Please call 250-370-3550 to register.

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

CIP EVENING CLASS SCHEDULE for the Lower Mainland, Vancouver Island & Kelowna

Early Registration Deadline: July 22, 2005 • Regular Registration Deadline: August 19, 2005

FAST TRACK CIP Courses – Fall 2005

C12*	Insurance on Property	FAST TRACK (2 Weekends)	Nov 19 & 20 + Nov 26 & 27	8:30 - 4:00	IIBC Classroom
C14*	Automobile Insurance (Part 1)	FAST TRACK (1 Week)	Nov 21 - Nov 25	8:30 - 4:00	IIBC Classroom

CIP Evening Courses – Fall 2005 (September-December 2005)

LOWER MAINLAND

	COURSE NUMBER & TITLE	DAY	START TIMES	STARTS	LOCATION
C11*	Principles & Practice of Insurance (must be taken as one of the first four courses)	Monday	5:15 pm	September 12	IIBC
		Thursday	5:15 pm	September 8	YWCA (downtown)
		Tuesday	6:30 pm	September 13	Surrey
C12*	Insurance on Property	Tuesday	5:15 pm	September 13	IIBC
		Wednesday	6:30 pm	September 14	Coquitlam
C13*	Insurance Against Liability (Part 1)	Thursday	5:15 pm	September 15	IIBC
		Monday	6:30 pm	September 12	Langley
C14*	Automobile Insurance (Part 1)	Wednesday	5:15 pm	September 14	IIBC
		Thursday	6:30 pm	September 15	Surrey
C16*	The Business of Insurance (must be taken as one of the last three courses)	Monday	5:15 pm	September 12	IIBC
		Tuesday	6:00 pm	September 13	New Westminster
C39	Fraud Awareness & Prevention	Monday	6:30 pm	September 12	Surrey
C47	Reinsurance	Thursday	5:15 pm	September 15	IIBC
C55	Marine Claims	Thursday	5:15 pm	September 8	Willis – Vancouver
C110	Essentials of Loss Adjusting (Replaced C17 – Claims 1)	Tuesday	5:15 pm	September 13	IIBC
C111	Advanced Loss Adjusting	Wednesday	5:15 pm	September 14	IIBC
C120	Underwriting Essentials	Monday	5:15 pm	September 12	North Vancouver
C131	Advanced Skills for the Insurance Broker & Agent	Tuesday	6:30 pm	September 13	New Westminster

VANCOUVER ISLAND

	COURSE NUMBER & TITLE	DAY	START TIMES	STARTS	LOCATION
C11*	Principles & Practice of Insurance	Monday	6:00 pm	September 12	Victoria
C32	Bodily Injury (or C14 – Automobile)	Monday	6:00 pm	September 12	ICBC Victoria
C110	Essentials of Loss Adjusting	TBA	6:00 pm	September	Victoria
C14*	Automobile Insurance	Monday	6:00 pm	September 12	Duncan & Nanaimo (will alternate weekly)
C11*	Principles & Practice of Insurance	Monday	6:00 pm	September 12	ICBC Nanaimo
C111	Advanced Loss Adjusting	Wednesday	6:00 pm	September 14	ICBC Nanaimo

KELOWNA

	COURSE NUMBER & TITLE	DAY	START TIMES	STARTS	LOCATION
C11*	Principles & Practice of Insurance	Monday	6:00 pm	September 12	Willis Harding (103 - 3275 Lakeshore Road)
C13*	Insurance Against Liability (Part 1)	Thursday	6:00 pm	September 15	Willis Harding (103 - 3275 Lakeshore Road)

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

CIP EVENING CLASS SCHEDULE for the Lower Mainland, Vancouver Island & Kelowna

Early Registration Deadline: November 24, 2005 • Regular Registration Deadline: December 9, 2005

LOWER MAINLAND

COURSE NUMBER & TITLE		DAY	START TIMES	STARTS	LOCATION
C11*	Principles & Practice of Insurance (must be taken as one of first four courses)	Thursday	5:15 pm	January 12	IIBC
		Monday	6:30 pm	January 9	Langley
		Tuesday	6:30 pm	January 10	New Westminster
C12*	Insurance on Property	Wednesday	5:15 pm	January 11	IIBC
		Thursday	6:30 pm	January 12	Surrey
C13*	Insurance Against Liability (Part 1)	Tuesday	5:15 pm	January 10	IIBC
		Monday	5:15 pm	January 9	Burnaby (CGI)
C14*	Automobile Insurance (Part 1)	Thursday	5:15 pm	January 12	YWCA - Vancouver
		Tuesday	6:30 pm	January 10	Coquitlam
C16*	The Business of Insurance (must be taken as one of last three courses)	Monday	5:15 pm	January 9	North Vancouver
		Tuesday	5:15 pm	January 10	YWCA - Vancouver
C36	Building Construction	Monday	5:15 pm	January 9	IIBC
C40	Business Interruption Insurance	Tuesday	5:15 pm	January 10	IIBC
C110	Essentials of Loss Adjusting	Tuesday	6:30 pm	January 10	Surrey
C111	Advanced Loss Adjusting	Wednesday	6:30 pm	January 11	New Westminster
C112	Issues in Claims Management	Wednesday	6:30 pm	January 11	IIBC
C120	Underwriting Essentials	Monday	5:15 pm	January 9	IIBC
C121	Advanced Underwriting	Thursday	5:15 pm	January 12	IIBC
C130	Essential Skills for the Insurance Broker & Agent	Wednesday	6:30 pm	January 11	Surrey

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

KELOWNA and VANCOUVER ISLAND: *The Winter Course Schedule will be posted on our website when finalized.*

IIBC CIP In-Class Fee Schedule – 2005/2006

(includes Fast Track courses)

FEE SCHEDULE ITEM	2005/2006 REGULAR REGISTRATION			2005/2006 EARLY REGISTRATION		
	TUITION & EXAM	TEXT	TOTAL	TUITION & EXAM	TEXT	TOTAL
Course C-11	463.31	110.21	573.52	431.31	110.21	541.42
Other CIP Courses	424.79	110.21	535.00	392.69	110.21	502.90
Marine / C55*	424.79	214.00	638.79	392.69	214.00	606.69

**If you have already have the C54 textbook, please contact us to confirm text fee.*

Individual textbook orders are subject to a shipping & handling fee of \$7.49 per text. Fees includes GST.

2005/2006 Examination Timetable

DAY	DATE			9:30 AM	1:30 PM
				COURSE NUMBERS	COURSE NUMBERS
Monday	Dec 5, 2005	April 3, 2006	July 10, 2006	11	16, 72, 81, 131
Tuesday	Dec 6, 2005	April 4, 2006	July 4, 2006	33*, 71*, 121, 130	13, 47, 48, 82
Wednesday	Dec 7, 2005	April 5, 2006	July 5, 2006	12, 35, 36, 42*, 132	38, 46*, 54, 111, 120
Thursday	Dec 8, 2005	April 6, 2006	July 6, 2006	17*, 37, 45, 53, 110	31, 39, 43, 55
Friday	Dec 9, 2005	April 7, 2006	July 7, 2006	14, 49, 66, 112	32, 40, 122

**Discontinued course – exam available for rewrite and deferral only.*

We're LISTENING!

Our Okanagan members have asked for CIP in-class courses.

This September, we are offering two CIP evening classes in Kelowna:

C11 – Principles & Practice of Insurance (starting September 12);

C13 – Insurance Against Liability (starting September 15).

Thank you for your feedback.
For more information on our courses,
please visit our website at
www.iibc.org

2005/2006 CIP IN-CLASS AND EXAMINATION REGISTRATION FORM

This form does not apply to Distance Learning registration.

This registration forms the basis for enrolment and must be COMPLETE IN ALL SECTIONS.

New Member? Yes No Membership Number: _____

Last Name: _____ First Name: _____ Birth Date: _____

Have you changed your name within the last two years? Yes No Previous Name: _____

Employer's Name: _____ Mother's Maiden Name: _____

Business Address: _____ City: _____ Postal Code: _____

Business Phone: (____) _____ Fax: (____) _____ Email: _____

Home Address: _____ City: _____ Postal Code: _____

Home Phone: (____) _____ Fax: (____) _____ Email: _____

Check (✓) Preferred Mailing Address: Home Office

Which category best describes your job?

- | | |
|--|---|
| <p>01 <input type="checkbox"/> Independent adjuster</p> <p>02 <input type="checkbox"/> Adjuster Support Staff</p> <p>11 <input type="checkbox"/> Independent Broker</p> <p>12 <input type="checkbox"/> Agent of exclusive agency co.</p> <p>13 <input type="checkbox"/> Agency/broker support staff</p> <p>21 <input type="checkbox"/> Insurer – management</p> <p>22 <input type="checkbox"/> Claims examiner/adjuster</p> <p>23 <input type="checkbox"/> Claims support staff</p> <p>24 <input type="checkbox"/> Underwriter</p> | <p>25 <input type="checkbox"/> Underwriting support staff</p> <p>26 <input type="checkbox"/> Marketing representative</p> <p>27 <input type="checkbox"/> Loss prevention engineer</p> <p>28 <input type="checkbox"/> Accountant</p> <p>29 <input type="checkbox"/> Insurer – General support staff</p> <p>41 <input type="checkbox"/> Risk Manager/Insurance buyer</p> <p>42 <input type="checkbox"/> Rating bureau staff</p> <p>43 <input type="checkbox"/> Trade association staff</p> <p>44 <input type="checkbox"/> Full-time student</p> <p>45 <input type="checkbox"/> Other (specify): _____</p> |
|--|---|

Examination Information:

Course Session: Winter (April Exam) Spring(July Exam) Fall (Dec Exam) Session Year: _____

In which city would you like to write your final exam?

Vancouver Langley Victoria Nanaimo Duncan Kelowna Kamloops

Course information. In which course(s) do you wish to enrol (see schedule)?

1. Course No: _____ Course Title: _____ Fee (\$) _____

Location: _____ Start Date: _____ Evening: _____

2. Course No: _____ Course Title: _____ Fee (\$) _____

Location: _____ Start Date: _____ Evening: _____

If you are not an IIBC member or if your 2005/2006 membership is not current, add \$55.00 (includes GST) _____

Payment Information (payment must be received with your registration form):

Check (✓) Method of Payment: Debit Cheque Visa MasterCard **Total Fees: \$** _____

(Payable to IIBC)

Card Number: _____ Expiry Date: _____

Signed: _____ Date: _____

Register early to avoid disappointment (3 ways):

- 1 - On-line at www.iibc.org 2 - By fax with Credit Card details to: (604) 681-5479
- 3 - By mail or courier (with payment): Insurance Institute of BC, 410 - 800 West Pender Street, Vancouver, BC V6C 2V6
- Email: genmail@iibc.org Website: www.iibc.org Tel: (604) 681-5491

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.

Allison Bergen..... *Hub International Barton Insurance Brokers*
Arne Chaddock..... *Browning & Matthews Insurance Agency*
Brian Brown..... *Brian Brown & Associates*
Castor So..... *Oakwest Insurance Agencies*
Colleen Gustafson..... *ICBC*
Dan Moores..... *ICBC*
Dawn Wing-Lantela..... *ICBC*
Diane Sharp..... *Fernie Public Library*
Drinda Ribeiro..... *Aviva Insurance Company of Canada*
Gary Kanda..... *Kootenay Adjusting Services*
Gisele Machin..... *ICBC*
Hans Doge..... *HD Adjusters*
Heinz Mettauer..... *Geer & Spice Insurance Agencies*
Jacques Fournier..... *Fournier Agencies*
Jennifer Clarke..... *Economical Insurance Group*
Joanne Lacasse..... *Alder Insurance Services Ltd*
John Wilkey..... *BDO Dunwoody*
Judy Simkins..... *Money Concepts*
Kathy Granner..... *Northcountry Insurance Agencies Ltd.*
Kelly Tompkins..... *College of the Rockies*
Linda Stewart..... *Johnson Inc.*
Lynne Vetter..... *Wawanesa Mutual Insurance*
Michelle Gernon..... *College of the Rockies*
Muriel Sitter..... *Coast Capital Insurance Services*
Pat Lodewijckx..... *Discovery Claims Services*
Pierre Chavigny..... *Gore Mutual Insurance*
Rick Thompson..... *McBride Secondary School*
Robert Fairhurst..... *ICBC*
Rose Tomlinson..... *ICBC*
Shannon Willford..... *Whillis Harding Agencies*
Shirin Lalji..... *Federation Insurance Company*
Tara Johnson..... *ING Insurance Company of Canada*
Tony Eberts..... *Aon Reed Stenhouse Inc*
Tracey Winkelmanns..... *Bakes-Jarvie Insurance Brokers Ltd.*
Trish Sheppard..... *Coast Claims*
Val Urban..... *Citadel General Assurance Co.*
Vic Nykiforuk..... *ICBC*
Wayne Coates..... *ICBC*
Wendy Taylor..... *Northcountry Insurance Agencies*

Andy Brickner..... *Artic Insurance Brokers Ltd.*
Bob Scott..... *Coast Claims Service Ltd*
Carol Kuzyk..... *Morris & Mackenzie Inc*
Cathy Van Aert..... *ICBC*
Dale Rogoza..... *Kernaghan Adjusters*
Darla Ashton..... *Selkirk College*
Debbie Halstead..... *CGI Adjusters Inc*
Doug Jarvie..... *Bakes-Jarvie Insurance Brokers Ltd.*
Eric Laity..... —
Gayle Clingwall..... *Johnston Meier Insurance Agencies*
Gordon Baughen..... *Capri Insurances Services*
Howard Sale..... *The Co-operators*
Hugh Lindsay..... *FMG Financial Mentors Group*
Janet Gwilt..... *Economical Insurance Group*
Joanne Campbell..... *ICBC*
John Domes..... *ICBC*
Judy Ashcroft..... *CGI Adjusters Inc*
Julia Egyed..... *British Columbia Adjustment Corp.*
Kelly Eisler..... *Coast Claims*
Lesley Fisher..... *ICBC*
Linda Yoshida..... *ICBC*
Maurice McFadden..... *ICBC*
Mike Cameron..... *Underwriters Insurance Agencies*
Neil Nason..... *ING Insurance Company of Canada*
Peter Strathdy..... *Coast Claims*
Raylene van den Adel..... *AXA Pacific Insurance Company*
Rob Crone..... *Vancity Insurance Services*
Ronda Payne..... *College of New Caledonia*
Sandy Elzinga..... *Community Futures*
Shawn Blennerhassett..... *Victoria Claim Works Inc*
Susan Perfect..... *AXA Pacific Insurance Company*
Tom Tazelaar..... *ICBC*
Tracy Amos..... *ING Insurance Company of Canada*
Trish McIver..... *The Innovators Insurance Agencies Ltd.*
Una Magas..... *ICBC*
Vicki Rowan..... *ING Insurance Company of Canada*
Wanda Medos..... *Aon Reed Stenhouse Inc*
Wes Chownen..... *Aon Reed Stenhouse Inc*
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