

Credit Union Insurance Services Association

Newsletter

CUISA 2016 Conference & Trade Show - Update

The Delta Grand Okanagan is booked out for our 2016 Conference & Trade Show!



We have had such an overwhelming response from participants this year that we have completely sold out all of our blocks for the conference. The good news being that this year's conference is going to be very well attended. The bad news being some of you may have not already booked your hotel and are still looking for a place to stay. My suggestions have been either the Holiday Inn or the Coast Capri, but please feel free to use any hotel you know of and are comfortable with.

The agenda is finalized and is online. Please take a moment to look through it if you haven't already. We have a great line up of presenters this year with relevant and current subjects being discussed.

Don't forget to sign up for this year's Conference Activity. A shuttle will be picking our group up and escorting us on a Private Northern Bench wine tour to 3 different wineries (Ancient Hill Estate Winery, Arrowleaf Cellars & Intrigue Wines) You won't want to miss this!

Lastly, if you haven't already, please take a moment to fill out your registration forms.

A Message from your Executive Director

This year CUIISA's Board of Directors have encouraged me to get out from behind my desk and come visit the members of our association. Though I can't promise I will get to all of your offices in 2016, I will try my best to stop by, say hello and give you any updates that are happening in the industry. I'm looking forward to spending some face time with all of you.

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Industry News:ICBC

Preventing Credit Card Fraud

Any merchant that accepts credit cards as a form of payment is vulnerable to credit card fraud.

Whether it's using counterfeit cards or stolen credit cards to make purchases, there are many different scams in practice.

As a reminder, it's important that brokers pay close attention to their POS terminals and the credit cards customers are using. In particular, when groups are present to complete a transaction or if a third-party (example: a friend) is using their credit card to pay for a customer's insurance or pay off debt.

One of the easiest ways to prevent potential credit card fraud is to verify that the name on the POS receipt matches the customer's name in the system. If a third party is paying for a transaction, confirm that the name on the POS receipt and ID of the third party match.

It's also recommended that you check that the credit card presented bears all of the usual symbols and marks:

- The four-digit printed number above or below the account number displayed on the front of the card.
- The three-dimensional hologram on the front of the card or the mini hologram or holographic magnetic stripe on the back of the card.

If you suspect that a credit card may be fraudulent, you can call the TD Merchant Services Authorization Centre immediately at 1-800-363-1163 and identify your call as a CODE 10 authorization. Your personal safety is priority; do not make this call if you feel at risk.

It's a good idea to be aware of industry best practices for credit card prevention. To learn more, please refer to the [TD Merchant Services Guide](#).

Welcome to our new Corporate Partner Lions Gate Underwriting

*Experience
People
Solutions*



**A client-focused approach to
specialized insurance solutions**

Lions Gate Underwriting Agency is a uniquely positioned MGA with a fresh outlook on the Insurance Industry. We have partnered with a selection of highly rated and professional insurers to provide an outstanding portfolio of products to CUISA Members.

Our team takes a client-focused approach to providing specialized insurance solutions in a timely, friendly, and collaborative way.

We focus on the EXPERIENCE.

Our PEOPLE make us who we are.

We create specialized SOLUTIONS to meet client needs.

Capabilities:

High Net-Worth

High Value Homes
Fine Art
Specie
Yachts

Lions Gate Express

Broker Online Portal
Vacant Properties
Small COC
Renovations

Small Business Packages

E&O
D&O
General liability, Contents,
Business Interruption &
Extra Expense

Construction Projects

Course of Construction
Wrap Up
Professional Liability

**Commercial General Liability, Umbrella Liability &
Excess Liability**

Professional Liability

Commercial Property

Accident & Sickness (Individual & Group)

Travel Medical
AD&D
Inpat & Expat
Stop-Loss
Business Overhead Expense

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Meetings/Events your association has attended on your behalf

- * *ICBC Liaison - The purpose of the ICBC Broker Liaison Committee is to provide technical and operational expertise pertaining to the distribution of Autoplan.*
- * *ICBC ISAS (Insurance Sales & Administration System) - The ISAS Task Force's initiative is to work together in a collaborative and transparent manner to modernize how ICBC sells and services Autoplan insurance.*
- * *ICBC MOUC (Memorandum of Understanding Council) - The purpose is to create a strategic framework for consultation, collaboration and issue resolution.*
- * *Insurance Council of BC - Consultation between CUISA, IBABC, ICBC & the Insurance Council to discuss ASD Levee 2 licensing requirements.*
- * *Central 1 - Meeting to discuss Ontario insurance regulatory changes*
- * *Optimum West - CUISA attended the annual Optimum West Broker Appreciation Night.*
- * *Echelon Insurance - Meeting to discuss CUISA activities.*
- * *Peace Hills Insurance - Meeting to discuss CUISA activities*
- * *iv3CUS - Meeting to discuss CUISA activities*
- * *Family Insurance - Meeting to discuss CUISA activities.*

*Do you have news or information to share with CUISA members?
Just drop us a line and we'll get the info out—cuisa@centrall.com*