

Credit Union Insurance Services Association

# Newsletter

## CUISA 2017 Conference & Trade Show

**Save  
the  
Date**



The 2017 Conference & Trade Show is booked!

Based on your feedback, the CUIA Conference will once again be returning to the River Rock Hotel and Casino Resort. The River Rock is one of our most popular conference destinations. It's proximity to both the sky train and airport make it easier for our members to get there. The resort itself has a bunch of great amenities, with great restaurants and shows, and its proximity to the downtown core is always a huge draw.

Mark your calendars for

***June 6 - 8, 2017***

Call 604.247.8900 or email [reservations@riverrock.com](mailto:reservations@riverrock.com) and mention CUIA to get our preferred rate.

More information will be coming out in the following months.



## A Message from your Executive Director

Thank you to all who took the time to fill out the post conference survey, I appreciate your feedback. The hotel sold out at the last conference and many people had to make alternate arrangements. In an attempt to avoid repeating this situation, I have added more rooms to the CUIA block but I still need your help. Please take the time now and book your rooms.

I'm pleased to announce our newest corporate partner, PPD Restorations. They are featured on page 3 of the newsletter.

Lastly, I wanted to thank you all for your hard work and dedication regarding the ICBC PolicyCenter Launch. More information about that can be found on the next page.

### Contact Us

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## ICBC News: PolicyCenter

On Sunday, September 11, ICBC and brokers implemented PolicyCenter. This was the single biggest change in ICBC's forty year history, and has been one of the largest and most complex system renewal initiatives in the Canadian insurance industry. It's also a major milestone in the modernization of how Autoplan insurance is sold in British Columbia.

Five of our core products were available on Day 1 of the full implementation of the new system and more will be added in the coming months. The long-term goal is to have all of our insurance products sold through one system – PolicyCenter.

Over the last four years, ICBC engaged brokers at various levels to provide strategic direction, assist with the detailed configuration of PolicyCenter and play leadership roles at their offices to help people prepare for the new system.

ICBC and CUISA would like to thank Autoplan brokers across the province for their hard work and dedication throughout the journey. In particular, we're extremely grateful for your patience and support in the first week of implementation.

Here are the transactions you've processed in PolicyCenter from September 11 to September 15

- Over 63,000 APV250s (new and renew)
- Over 9,000 Excess Ump
- Over 2,500 Storage Policy

Since soft launch (Aug 7 – Sept 15)

- Over 33,000 TOPs (since soft launch)
- Over 140,000 vehicle reg/transfer (since soft launch)

"PolicyCenter will bring improvements to the way brokers serve our customers by automating and streamlining a number of processes and will set the stage for ongoing enhancements in future years,"

Mark Blucher, President and CEO of ICBC.

"Hard work has helped make the early days of PolicyCenter a success. But we're not done – more work lies ahead as we learn and stabilize the new system. Through this change, brokers and ICBC staff have had an unwavering commitment to providing quality service to customers. It's remarkable and deserves recognition."

Nicolas Jimenez, VP Insurance & Driver Licensing.

"Earlier this summer we soft launched PolicyCenter. Based on that experience, we anticipate everyone to start feeling more comfortable with the system over time, which will result in few calls to our Broker Enquiry Unit, a decrease in average call time and wait times. While the scope and depth of go live are significantly larger than soft-launch, I'm optimistic we'll continue to make good progress together. "

John Dickinson, Director of Broker & Regulatory Affairs.

## Welcome to our new Corporate Partner: PPD Restorations

Dave Soltys, Business Development Manager  
email: [dave@ppdltd.ca](mailto:dave@ppdltd.ca)  
phone: (604) 825-8617



**PPD**  
**Restorations**  
[www.ppdrestorations.com](http://www.ppdrestorations.com)

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Columbia Valley Rd.  
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✓ FIRE & SMOKE  
RESTORATION

✓ ASBESTOS TEST  
& REMOVAL

✓ MOLD TEST  
& REMOVAL



**Emergency Line**  
**(604) 942-4357 (HELP)**



## PPD is proud to join the CUISA community!

We look forward to providing high quality restoration services to the membership!

### Emergency Restoration Response

- We're ready to respond to your property disaster emergency 24 hours a day/7 days a week/365 days a year.
- Our response time is 1 hour anywhere in the Lower Mainland
- Our restoration experts are ready to help you with a flood, fire or wind damage emergency
- Emergency crews are on standby at all times
- If you need immediate, professional emergency response, PPD is here to help you. Call us in the event of a flooded basement, water damage, fire damage, smoke damage or wind damage emergency.
- We understand the importance of getting your restoration and repair underway as quickly as possible by:
  - immediate clean up and/or drying of damaged areas
  - creating a plan of action and communicating it with you thoroughly
  - executing the plan without delay

### Serving the Lower Mainland for 20 years

- PPD Restorations was established in 1994. For the past 20 years, PPD Restorations has developed a quick and efficient method for completing restoration. We employ a highly skilled team that ensures the job moves forward at an effective pace with positive results.

### PPD Restorations Commitment to You

- We strive to deliver the highest quality workmanship in a timely and efficient manner along with the best client communication and the cleanest jobsites in the industry.
- Our four pillars of exceptional customer service consist of **QUALITY, TIMELINESS, COMMUNICATION** and **CLEANLINESS**



## Insurance Council of British Columbia: Improper Arrangements Between Insurance Licensees and Third Parties

### Overview

It has come to Council's attention that one or more motor vehicle dealerships ("Dealership") may be restricting which automobile insurance products a general insurance agent ("Agency") can discuss and offer to the insurance buying public ("client(s)"), as a condition of an Agency being allowed to provide automobile insurance services at their Dealership.

Council is concerned with this activity, since at no time is it appropriate for an insurance licensee to engage in insurance activities in a manner that puts the interests of the licensee or the interests of a third party ahead of those of a client. In fact, doing so represents a conflict of interest that, in Council's opinion, is irreconcilable and contrary to an insurance licensee's responsibility to put the best interests of a client first.

In light of the above, Council is publishing this Notice to remind insurance licensees about some of the requirements surrounding conflict of interest. Although this Notice focuses on certain activities between Agencies and Dealerships, all insurance licensees would benefit from its review.

### Fair Marketing

Council believes that, if an Agency (or any of its insurance licensees) enters into an arrangement with a Dealership (or any other third party) to restrict or limit the discussion of insurance products or services with a client, such conduct represents a conflict of interest and is contrary to the public's best interest. Accordingly, any attempt to enter into such an arrangement will reflect on the suitability of the Agency, its nominee(s), and the participating insurance licensees.

Specific examples of conduct that will reflect negatively on the suitability of an insurance licensee include situations where a client:

1. is not informed in a fair manner about insurance products available to the licensee\*;
2. is not fully informed about the terms and costs of any proposed insurance product; or
3. is misled to believe he or she is required to purchase a particular insurance product.

\* In the case of an insurance licensee who provides provincially mandated automobile insurance coverage for a client through the Insurance Corporation of British Columbia ("ICBC"), Council will be concerned if the licensee offers optional automobile insurance coverage with an insurance company to the client and does not also inform the client about optional coverage available through ICBC.

## **Insurance Council of British Columbia: Improper Arrangements Between Insurance Licensees and Third Parties (continued)**

### **Monitoring**

Council will be taking steps to monitor the concerns outlined in this Notice. This may include soliciting feedback from clients on their experience when purchasing automobile insurance at a Dealership, or implementing a “mystery shopper” program so Council can better observe the insurance activities of Agencies at Dealerships.

### **Enforcement**

In the event that Council learns of conduct that is not serving the public’s best interest, the Agency, its nominee(s), and any of its insurance licensees involved in such matters will be subject to investigation, which could result in disciplinary action.

In addition, if Council determines that a Dealership is attempting to restrict or influence the insurance activities of an Agency or its insurance licensees, Council will report the circumstances to the Motor Vehicle Sales Authority of British Columbia. If the issue persists, Council may consider imposing a restriction that would prohibit any Agency from conducting insurance activities at a specific Dealership.

Council expects all insurance licensees to be familiar with and understand the requirements, including the Code of Conduct (the “Code”) and its appendices, such as the Conflict of Interest Guidelines for Insurance Agents, Adjusters, and Salespersons.

If you have any questions regarding this Notice or the Code, please contact Regulatory Services by emailing [info@insurancecouncilofbc.com](mailto:info@insurancecouncilofbc.com) or by calling Council’s main number and at the prompt press “2”.

*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](mailto:cuisa@centrall.com)*