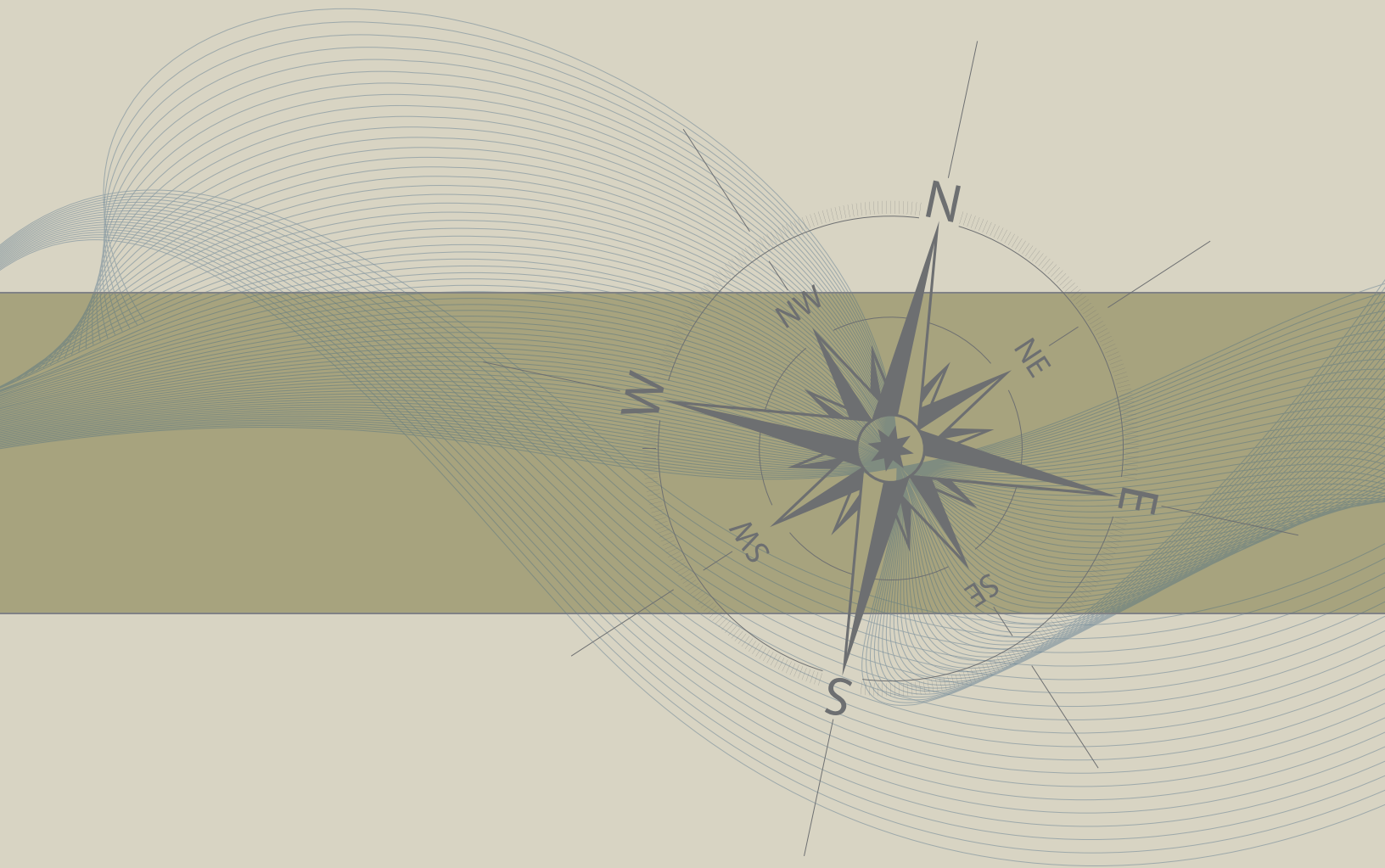


CHARTING A COURSE IN UNCERTAIN TIMES



29th Annual Credit Union Insurance Services Association
Conference, Trade Show & AGM

JUNE 5 - JUNE 8, 2012

Westin Bayshore, Vancouver, BC

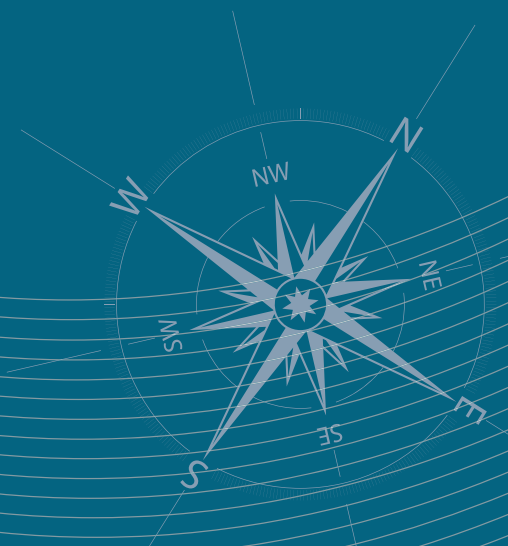
CHARTING A COURSE IN UNCERTAIN TIMES

29th Annual Credit Union Insurance Services Association
Conference, Trade Show & AGM 2012

The CUISA Association's core purpose is to promote and protect the interest of our members, the interest of the insuring public and the interests of insurers in all matters pertaining to the insurance business and related services.

This includes fostering and encouraging a high standard of ethics in the insurance business and related services, and to discourage all unfair and unethical practices. The association will encourage the study of insurance and related services to promote a better understanding on the part of its members and the insuring public.

On behalf of our members, the association co-operates with, and assists, the appropriate ministries of government and municipal bodies in all matters pertaining to insurance and related services.



CONFERENCE AGENDA

TUESDAY, JUNE 5

8:00 – 9:00 pm

Registration Desk Open
Delegate gift provided by

Chocolates provided by

Main Lobby



6:00 – 9:00 pm

Opening Reception
Magic Yacht Harbour Cruise
Silent Auction to Benefit BC Children's Hospital Foundation
Sponsored By

Stanley Park Foyer



WEDNESDAY, JUNE 6

8:00 – 5:00 pm

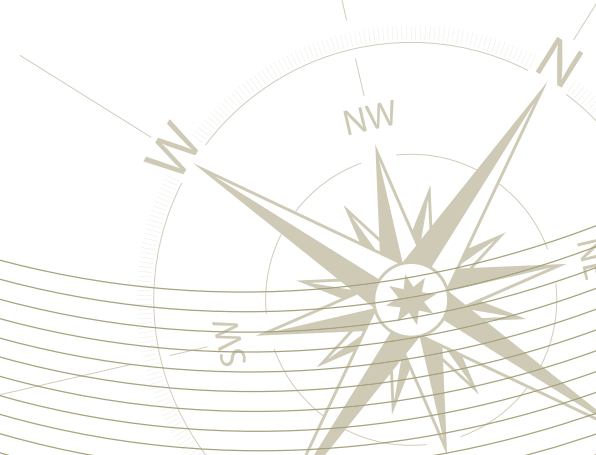
Registration Desk Open

Stanley Park Foyer

8:00 – 9:00 am

Breakfast - Are you Being Served?
Sponsored By

Salon 3



WEDNESDAY, JUNE 6

9:00 – 10:30 am



How to Build an Outstanding Workplace Culture

Stanley Park Ballrm

Michelle Ray, *Leadership Strategist & Founder, Lead Yourself First Institute*

Michelle Ray is an award-winning Canadian motivational speaker, workplace relationships and leadership expert who can help you reframe your attitude, energize your business and transform your workplace relationships. Michelle founded her company to help organizations and individuals learn to take the initiative...to develop unwavering confidence and rise to the challenges of managing change and uncertainty. Her educational programs, seminars and keynote presentations are designed to enhance open, constructive communication in the workplace by practicing the power of personal leadership. She challenges leaders and teams to take charge of themselves in any work/life situations; equipping them with the tools they need to create happier, respectful and more productive business relationships.

10:30 -10:45 am

Coffee

Stanley Park Foyer

Sponsored By



10:45 – 12:15 pm

Stratas In BC (Panel)

Stanley Park Ballrm

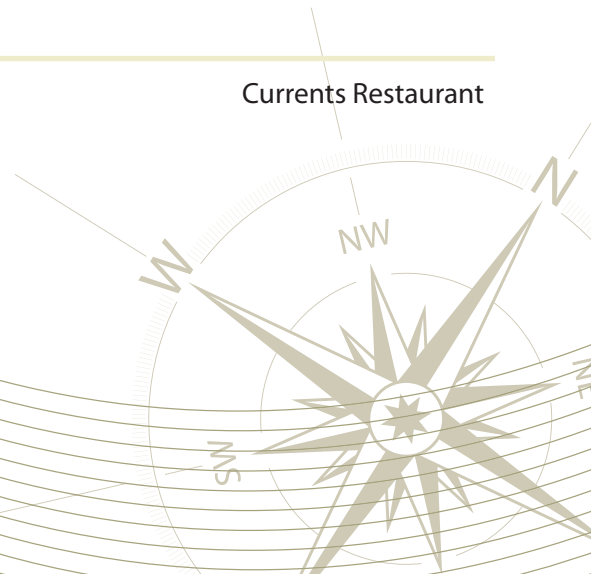
**Nigel Kent, Tony Gioventu, Mike Valiquette
Terry Beck**

12:15– 1:15 pm

Lunch

Currents Restaurant

Sponsored By



WEDNESDAY, JUNE 6

1:15 – 2:30 pm

ICBC
Mark Blucher, Senior Vice President

Stanley Park Ballrm

2:30 – 3:30 pm



Use of Social Media in Marketing
Ken McRae

Stanley Park Ballrm

3:30 – 3:45 pm

Coffee
Sponsored By

Stanley Park Foyer



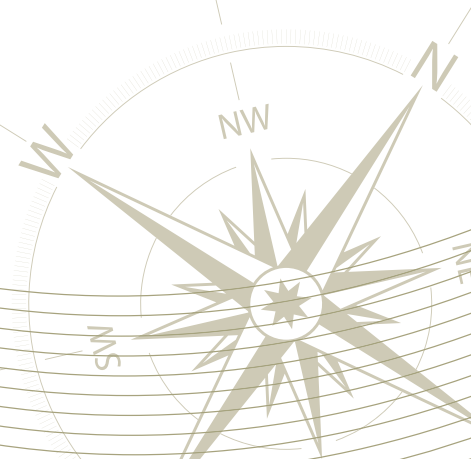
3:45 – 4:45 pm



The Co-Operative Movement
John Restakis, Presenter

Stanley Park Ballrm

The United Nations, with the support of the government of Canada, passed a resolution declaring 2012 the International Year of Co-Operatives. Join us for a session on the Co-Operative movement in BC, how it came to be about, what it does and where its going.



WEDNESDAY, JUNE 6

6:00 – 7:00 pm

Cocktails (No Host Bar)

Stanley Park Foyer

Photography Sponsored By



7:00 – 9:00 pm

Gala Banquet & Bursary Presentation

Stanley Park Ballrm

50/50 Draw Proceeds will go to WIIC

(Women In Insurance with Cancer)

Sponsored By



Flowers Sponsored By



Chocolates Sponsored By



Audio/Visual Sponsored By



WEDNESDAY, JUNE 6

7:00 – 9:00 pm

Phil Hanley - Comedian
KoKo Soul - Musicians
Sponsored By

Stanley Park Ballrm



Conference Entertainers

Phil Hanley, *Comedian*

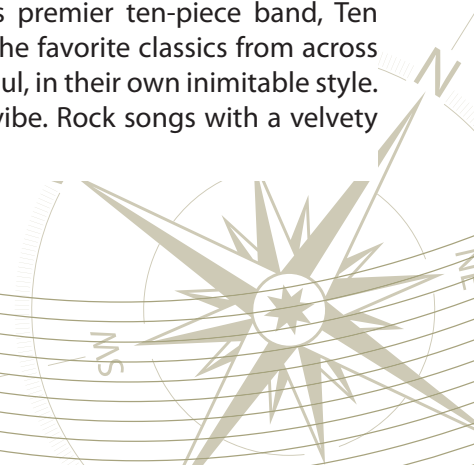


Phil's style can best be described as unpredictably reflective, delivered with sharp accuracy, and rooted in the grand tradition of joke-telling. Phil's performances at the 2008 Just For Laughs Festival in Montreal brought him international acclaim. He was named one of the five comics creating a buzz at the festival by The Hollywood Reporter and rewarded with a featured segment on The Tonight Show with Jay Leno. Phil's other credits include appearances at the Halifax Comedy Festival, Global's Vancouver International Comedy Fest, CBC and XFM satellite radio, and his own television special on the CTV and Comedy Network - not to mention his win in the 2007 Vancouver's Funniest comic competition.

KoKoSOUL, *Musicians*



The tantalizing combination of Karina Morin and Karlo Martin come together to form KoKo Soul, the City of Vancouver's most accomplished duo. Consummately talented, they have the rare ability to captivate and enthrall the most discerning of audiences. As an accolade to their ability, both Karina and Karl play a starring role in Vancouver's premier ten-piece band, Ten Souljers. They perform a huge variety all of the favorite classics from across the genres, all performed with passion and soul, in their own inimitable style. Pop songs are performed with a blues/jazz vibe. Rock songs with a velvety smooth, reggae feel.



THURSDAY, JUNE 7

8:00 – 9:00 am

Breakfast
Sponsored By

Salon 3



8:00 am – 12:00 pm

Registration Desk

Stanley Park Foyer

9:00 – 10:00 am

Personal Lines - To Program or Not to Program
**Rick Parent, Graham Haigh, Steve Yendall
& Michael Henfry**

Stanley Park Ballrm

10:00 – 10:15 am

Coffee
Sponsored By

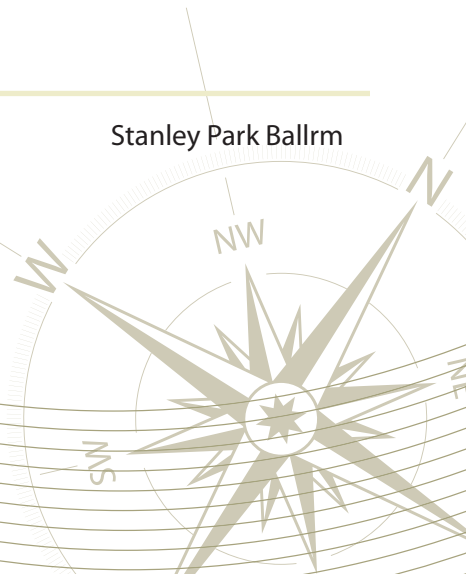
Stanley Park Foyer



10:15 – 11:15 am

FICOM Regulation & The New Act
Frank Chong, Carolyn Rogers

Stanley Park Ballrm



THURSDAY, JUNE 7

11:15 – 12:15

Earthquake Rate BC
Mazdak Moini

Stanley Park Ballrm

12:15 – 1:15 pm

Lunch
Sponsored by CUISA in appreciation of the participation and support of our sponsors

Salon 3



1:15 – 2:15pm

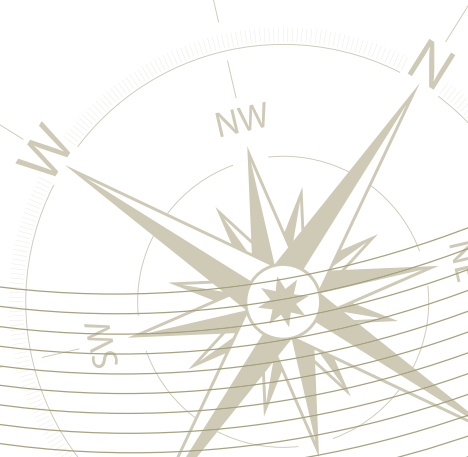
ShakeOut BC
Brock Henson

Stanley Park Ballrm

2:15 – 6:00 pm

CUISA Trade Show

Salon D & E



CUISA TRADESHOW

Thursday, June 7

2:15 - 6:00 PM

CUISA members and Corporate Partners enjoy the party atmosphere courtesy of the exhibitors while exploring a variety of the first class products and services available in the insurance community. Lots of give-aways and a grand prize of a \$1000 travel voucher for one lucky CUISA member. Silent Auction Grand Prizes will also be drawn at this time.

BC Children's Hospital

BCIT Insurance Program

Beacon Underwriting

CJB Restoration Services Ltd.

Canstar Restorations

Compu-Quote

DAS Canada

Stutters Disaster Kleenup

Travel Underwriters

Custom Software Solutions

Paul Davis Systems

CUISA

Grapevine Computer Systems

Guardian Risk Managers

Powersoft Development

Sportscan/Special Risk Insurance

PAL Insurance

Brokerlink Software

Speedy Glass

TIC Travel Insurance Coordinators Ltd

SCM Risk Management

Elliot Special Risks

RSA Travel Insurance

Keal Technology

Two massage chairs will also be available provided by Right Touch Massage during the Trade Show. Appointments for the Massage Chairs can be made throughout the conference at the Registration Desk.

Generously Sponsored By:



RSA and CNS will be hosting a Hospitality Suite on Thursday Evening. Please see your registration package for details.



FRIDAY, JUNE 7

8:00 - 9:00 am

Breakfast
Sponsored By

Salon 2

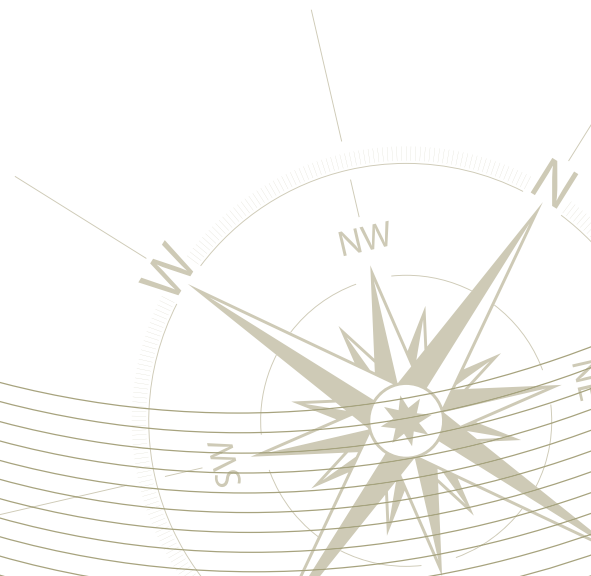


9:00 – 10:30 am

CUISA AGM

Salon 1

CONFERENCE CONCLUDES

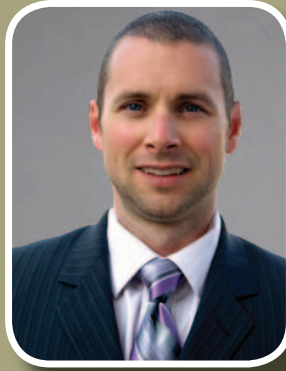


CUISA BOARD OF DIRECTORS

Thank you for attending the 29th Annual CUISA Conference. We look forward to seeing you at our 2013 Conference!



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