



# Newsletter

June 2013

*To support and strengthen our membership: credit union owned insurance subsidiaries*

## Cameron Herold lights up the CUI SA Conference

### In this Issue...

- Conference 2013
- Sports-Can and Special Risk Ins Brokers
- Insurance Council—Update
- BCEA Program
- Flood Insurance— Are you Covered

The CUI SA Conference 2013 started off with an exceptional keynote address, given by Cameron Herold, COO and Co-founder of 1-800-GOT-JUNK. Cameron was passionate and articulate and showed participants how it is possible to have an entrepreneurial spirit, even as an employee!

Other highlights of the conference included sessions on Earthquake, Catastrophic Weather, and updates from the Insurance Council. There were two panel sessions, both which were very well received one on Creating Efficiencies and the other on Growth and Profitability.

The Gala Banquet began to the rendition of “I Got a Feeling” as attendees rose to their feet and began clapping. This was followed by our entertainment for the evening, Michael Harrison. I think I speak for all attendees when I say that it was a fabulous evening, and one that will be remembered.



**Cameron Herold, Keynote Speaker**

### 2013 Board

- Kevin Sigouin, President
- John Sullivan, Vice Chair
- Michael Henfrey, Treasurer
- Lesley Maddison, Director
- Lynda Mantler, Director
- Shelly Maurer, Director

## Corporate Partner Spotlight– Sports-Can and Special Risk

Special Risk Insurance Brokers & Sports-Can Insurance Consultants would like to thank CUI SA for putting on another great convention! Our team is well equipped to handle any challenge from hard to place residential, professional liability, marine, resorts, to special events. Sports-Can is still the expert in sports, leisure and entertainment but since bringing Special Risk on in 2010 we have broadened the scope of what we can look at due to the ever changing market. This year we even expanded our capabilities to now include an experienced Aviation department. The hard to place risks are not so hard to place anymore. Thanks again to all of CUI SA and we are looking forward to another great year with all of you!

Contact Sports-Can or Special Risk at 1-800-993-6388 or 1-800-663-9066 or visit our websites [www.sports-can.ca](http://www.sports-can.ca) and [srib.ca](http://srib.ca)

## Insurance Council– Regulatory Update– Confidentiality

Recently at the CUISA Conference, Gerry Matier, Executive Director of the Insurance Council discussed:

### Confidentiality

One of the most common and concerning problems being encountered by Council is the use of client information for uses other than to conduct an insurance transaction.

Except when conducting an insurance transaction, a client or member of the public's information cannot be accessed or used without the express written consent of that person– there are no exceptions.

Over the last couple of years, a number of insurance agents and salespersons have seen their licenses suspended or cancelled for one to four years because they breached a person's confidentiality.

As an agent or nominee, how do you protect your business, yourself and your staff?

1. Develop policies and procedures
2. Remind staff regularly
3. Implement a zero tolerance policy
4. Report all breaches to Council

Council believes that it is only seeing the tip of the iceberg on this issue and that much more of this activity is occurring than what is being found.

For additional information on this or other regulatory matters, please view the Insurance Council's website at

[www.insurancecouncilofbc.com](http://www.insurancecouncilofbc.com)

## Did you know ... Flood Insurance—Are you Covered?

Alberta homeowners hoping to make claims for flood damage won't get help for water that poured through doors or basement windows, in Canada for residential homeowners there is no overland flooding coverage available. Commercial insurance policies do offer overland flood coverage though usually with a higher deductible.

Sewer back up or sump pump failure is covered if purchased and provides the broadest form of water damage available in Canada for residential homeowners. It is important to check your policy as the water will be deemed to have entered the home first through the sewer although damage to exterior will be deemed overland flood.

It is important that we ensure our clients have the broadest coverage available to protect their assets. For additional information see [www.abc.ca](http://www.abc.ca)



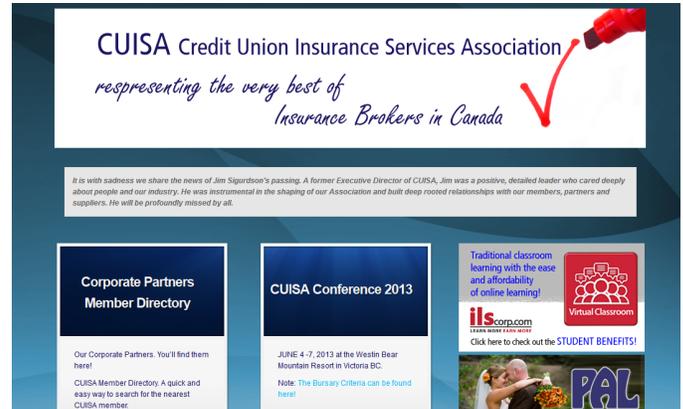
While floodwater continues to cover much of Calgary, BC is pledging to help its closest neighbor. June 22, 2013

# One last word...

Just a reminder regarding our Job Board, please encourage your human resources department to use it, it's free and it supports the Association.

Conference 2013 photos can now be viewed on our website!

Check out our website! We are continually making changes and would love to hear what you think!



## Important reminder BCEA Program

Just a reminder to members in order to maximize your bonus for the Broker Customer Experience Program the Activity portion of the program must be completed by August 9, 2013.

Payout for the components will be: Sliding scale for Service Attribute with a goal of 78.1%, sliding scale for Customer Experience with a goal of 62.3 % and minimum office level participation in elearning activity targeting frontline brokers (similar to the 2012 activity). Broker activity will be an online elearning webinar focusing on the value of the products and services that ICBC offers while adapting and connecting to customers.



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*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*