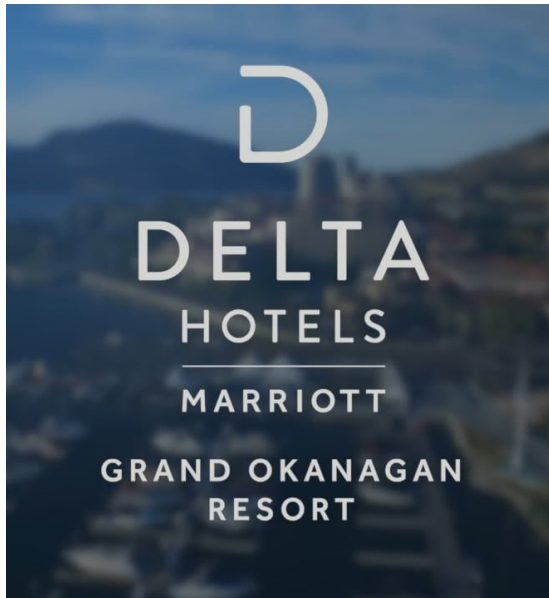


March 2018

Credit Union Insurance Services Association

Newsletter

CUISA 2018 Conference & Trade Show - Update



The Delta Grand Okanagan is once again hosting the 2018 Conference & Trade Show!

Registration for Delegate packages are available online at www.cuisa.com. We have been very fortunate over the past few years with our Conference & Trade Show, having record attendance numbers. Every year we increase the CUISA block and we are happy to report that the hotel is already over 80% capacity for our group. In an effort to avoid members having to stay off site, we kindly ask that if you have not booked your hotel rooms to do so as soon as possible.

Trade Show registration is also open on the website. Space is limited and is on a first come, first served basis. The trade show is currently over 70% capacity.

Please be sure to check out the Bursary section of the website and get your submissions in as soon as possible. The bursary amount increased from \$1000 to \$2500 this year!

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 Westside Bench wine tour to 3 different wineries (Volcanic Hills Estate Winery , Little Straw Vineyards & Kalala Organic Estate Winery) You won't want to miss this!

Contact Us

CUISA
1441 Creekside
Drive, 2nd Floor
Vancouver, BC
V6J 4S7
Ph: 604.737.5069

Looking forward to another fantastic Conference this year!



ICBC

As you know, the Insurance Corporation of British Columbia is facing serious financial challenges and major changes are needed to get it back on the road to financial sustainability and in a position to provide affordable rates to British Columbians.

Government is now taking the next step in that work. Today, the Province launched a month-long engagement to hear from the public and stakeholders about how ICBC can make vehicle insurance rates more fair for drivers. You can find the news release here:

<https://news.gov.bc.ca/releases/2018AG0006-000324>

The model ICBC uses to help determine insurance rates is more than 30 years old and, while some improvements have been made over the years, it is out of date. It means that right now, some drivers are paying more and some drivers are paying less than the risk they represent.

As a result, government and ICBC are looking to make improvements to the way insurance rates are determined for all vehicle owners, excluding those who have fleet vehicles. However, fleet vehicles may be eligible for two new proposed discounts.

The engagement will run until April 5, 2018 at 4pm and any feedback would be valuable to receive on this topic. You can access the engagement online here:

engage.gov.bc.ca/ratefairness

Or, if there are further comments your organization would like to submit, you can email:

citizenengagement@gov.bc.ca

Your feedback will help design an improved auto insurance rating system for British Columbians, and help inform ICBC's application on Basic insurance rate design to its regulator, the British Columbia Utilities Commission.

*Do you have news or information to share with CUISA members?
Just drop us a line and we'll get the info out—cuisa@central1.com*

Industry News: Optimum West Insurance Company & Family Insurance Solutions

On November 27th, 2017, Optimum West Insurance Company opened the doors for our new office location at #1700 – 3777 Kingsway, Burnaby, BC V5H 3Z7. Located in the Telus building at the corner of Boundary and Kingsway, our new office has a view that is beyond compare.

Personal Lines: We have more good news, our new Ground Water endorsement was introduced on September 15th, 2017. This optional endorsement is another component for our water damage coverage solution. A review of our BC rating model was completed in 2017 and we have made improvements to our competitive position in many areas and we have added a 10% earthquake deductible option for certain zones in the Lower Mainland. Please refer to our manual for complete details and give us a call if you need more information.

Commercial Lines: We have a variety of tailored package solutions for your small to mid-size commercial business. Our OptiPaks are designed for Retail, Restaurant, Clinic, Automotive, Manufacturing and Contractor operations. Our earthquake rates and deductible options have been improved for this line as well. Contact your commercial underwriter for more information on these great products.



FAMILY'S NEW AUTOCOVER CREDIT CONSENT DISCOUNT

Customers who say 'yes' to providing their credit consent now receive a discount on their AutoCover policy. All customers who provide consent will receive a discount, regardless of their score.

Studies show a strong link between a person's credit score and their likelihood of having a future loss, which is why many insurers now include credit score as one of many rating factors. Family's credit consent discount means you can offer your customer the best premium possible.

Remember to ask your customer for their consent – after all, who doesn't want to save money on their AutoCover policy!

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CNS gives your Personal Insurance clients a flexible, affordable and easy-to-understand option for flood, sewer back-up and water service lines.

With water damage on the rise, many clients have been finding out—too late—that flooding is not covered by their home insurance policies.

Our enhanced Waterproof Coverage™ provides your home insurance clients with an affordable option to choose flexible coverage that's clear and easy to understand.

MORE RESOURCES FROM CNS

We believe that risk prevention and insurance go hand-in-hand, and we are committed to supporting our customers in taking proactive steps to help prevent water-related damage to their homes. Please visit our Climate Smart web page at cnsbroker.ca/water for more information on preventing water damage.



CHOOSE THE FLEXIBILITY OF WATER COVERAGE

We know that one of your priorities is to get your client affordable coverage. That's why we offer flexibility—so you can choose the appropriate coverage for your client's specific needs.

Waterproof Coverage™ (#21030):

One endorsement that combines freshwater flooding and sewer back-up. We will not distinguish between whether the damage was caused by sewer back-up or flooding (including from eaves, downspouts, drains, accidental dam breaches, and sudden and rapid snow or ice melt). Our coverage also provides Guaranteed Replacement Cost (where covered), up to 125% of Coverage A, in the event of a total loss. Also, loss prevention device coverage is included for clients that experience an insured loss.

Water Damage Endorsement—Limited Sewer Back-up (#21029):

We have maintained a separate sewer back-up, septic and sump coverage for those clients who are at a lower risk of flooding. With this coverage, loss or damage caused by flooding is not covered. Loss prevention device coverage is included for clients that experience an insured loss.

Water Service Line Endorsement (#21033)

You can now offer your clients the option of additional coverage of up to \$15,000 for water and sewer lines connected to their home, rental or seasonal dwelling. To qualify for the Water Service Line Endorsement, a client must already have purchased Limited Sewer Back-up or Waterproof Coverage™.

Type of Loss	Limited Sewer Back-up Endorsement	Waterproof Coverage™ Endorsement
SEWER BACK-UP (including interior drains)	✓	✓
SUMP	✓	✓
SEPTIC	✓	✓
FRESHWATER FLOODING (including sudden and rapid snow or ice melt)	✗	✓
EAVES, DOWNSPOUTS AND DRAINS	✗	✓
LOSS PREVENTION DEVICE	Included	Included
WATER SERVICE LINE	Optional coverage	Optional coverage
SALTWATER, TSUNAMI, COASTAL FLOOD	✗	✗

Note: A **water damage deductible** applies if a client has any water-related loss covered under their policy. This deductible will apply in lieu of the policy deductible if any water-related loss occurs.

For Waterproof Coverage™, we offer coverage limits and deductible options.



Your clients can get one AIR MILES® Reward Mile for every \$20 (including taxes) they spend on their home policies from CNS.

Please note: Waterproof Coverage™ is not available in Quebec, Saskatchewan, Yukon, Nunavut and Northwest Territories. Also not available in certain extreme risk zones. © 2018 Canadian Northern Shield Insurance Company. All rights reserved. CNS, CNS & Design and related words and logos are trademarks and the property of RSA Insurance Group plc, licensed for use by Canadian Northern Shield Insurance Company. Waterproof Coverage, Waterproof Coverage & Design, and related words and logos are trademarks and are the property of Royal & Sun Alliance Insurance Company of Canada, licensed for use by Canadian Northern Shield Insurance Company. CNS is a trade name of Canadian Northern Shield Insurance Company. The information in this brochure is intended for promotional purposes only. It contains some information about coverages and services offered by RSA, but does not list all the conditions and exclusions which apply to described coverages and services. The actual wording of the policy and the local law govern all situations. *™ Trademarks of AIR MILES International Trading B.V. used under licence by LoyaltyOne, Co. and Roin Financial Services Limited. AIR MILES® offer not available in Manitoba or Saskatchewan. Collectors can get 1 AIR MILES Reward Mile for every \$20 in premium (including taxes). All AIR MILES offers are subject to the Terms and Conditions of RSA, and may be changed or withdrawn without notice. For full details, please see Terms and Conditions available at cnsbroker.ca/airmiles.

Corporate Partners

On Side Restoration

eClaim™ and MyClaims: Complete loss transparency

eClaim™ is On Side's revolutionary, custom developed, central management software system. eClaim™ tracks all aspects of a project file from first notice straight through to guaranteeing the client's satisfaction when the job is complete.

eClaim™ was first created back in 1997 and was rebuilt in 2005. What started out as a claims reference tool is now a project management, planning and execution platform. As new technologies demand, On Side continues to develop enhancements to provide easy accessibility to our systems for clients, customers and vendors, including custom interface solutions.

This project management system is utilized by both internal employees and external clients. Internally, eClaim™ is the machine that keeps all of On Side's departments operating smoothly and efficiently. Along the way, any activity done on a file is documented which allows for an accurate audit trail. This not only allows for information to be accessed in real time, but it also enables On Side to quickly recognize any potential challenges. Proactive solutions can then be applied simultaneously with quality, time efficient restoration.

In 2011 this loss management system evolved even further by becoming accessible for business to business clients. Named MyClaims, this system can be accessed via any smart device or computer to provide information in "real time." This is truly revolutionary as brokers, property management clients and adjusters can have the latest communication, photos, and important file documents at their fingertips. All information on any file, regardless of the loss location, is accessible. Imagine knowing what is happening on a file in real time without attending the site! This is now your reality with On Side Restoration's MyClaims.

ON SIDE
RESTORATION®

Performance demonstrated.
Every day.

Upcoming Industry Events

March 22 - Blue Goose Interprovincial Open Curling Tournament

March 28 - Vickerstaff Dinner

April 18 - Board of Directors meeting

April 19 - WICC Spring Casino Event

May 16 - Board of Directors meeting

May 30 - IBABC Conference & Trade Show

June 12 - CUISA Conference & Trade Show

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