

Credit Union Insurance Services Association

Newsletter

CUISA 2018 Conference & Trade Show Updates

Conference Update

Thanks to a fantastic turn out of not only our membership but also our corporate partners, insurance companies and trade show vendors, the association once again had one of the highest attended Gala Banquet dinners.

Silent Auction

Thanks to your participation and generosity, CUISA raised \$5,095 for the BC Children's Hospital Foundation.

Trade Show

This year the Trade Show was held on Thursday June 14th from 1pm - 5pm. We had a strong turn out of vendors and members. Thank you to all our Trade Show participants. I appreciate the feedback I have received to date and hope to see you all again next year!

Congratulations

Maureen Kurenoff from HG Insurance was this year's grand prize winner of \$1000!

Sponsorship

This year we had two Diamond Sponsors (ICBC and The Cooperators), one Platinum sponsor (Intact), 6 Gold sponsors (Family Insurance, RSA/CNS, Wawanesa,, Mutual Fire, Echelon and Optimum West) 4 Silver Sponsor (Harper Grey, Allianz Global, Peace Hills, ASAP Restoration) 1 bronze sponsor (Aviva) as well as our yearly supporters (ILS & TUGO)

Thank you to all the CUISA Sponsors for your continued support each and every year.

A Message from your Executive Director

Once again I want to thank you all for your participation in this year's Conference. I apologize if we missed one another and I didn't get a chance to talk to some of you who attended. I'm looking forward to continuing my broker visits this fall and into next year and meeting more of our members at the 2019 Conference and Trade Show next year in Whistler.

I also wanted to say a huge thank you to iv3 Solutions who hosted our Hospitality Suite wrap up party.

Contact Us

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

iv3 Solutions – Industry Pulse

Keeping our eyes on trends noted in the insurance, risk management and construction in Canada

If our recent weather tells us anything, the only thing that is certain is that everything continues to change.

In this article, we will be focusing on trends noted in two specific areas: **High Valued Homes** and **Flood Damage**. iv3 Solutions has 120 highly skilled inspectors across Canada who proudly provide our clients with detailed and informative risk management reports. They ensure these trends are properly identified in our reporting to help you gauge a more accurate replacement cost and premium.

High Valued Homes

With the housing market's rapid spike in volatility across Canada, many homeowners are captivated by potential to upgrade. For some, moving into a newly built custom home full of high-end features is very exciting. For others happy with their current location, investing in their existing property is an appealing alternative.

Fueled by strong demand for homes with custom features and unique designs, new dwellings have seen a significant increase in cost. Features that were formerly considered extravagant add-ons are now expected to be the norm for new properties. Similarly, while the size of construction of new buildings may not be increasing as quickly as it once was, the cost per square foot has increased exponentially. High-end plumbing fixtures, granite counters, slate and stone flooring – all are now a part of the new standard many builders offer.

For those able to upgrade their existing homes, the sky is the limit. Imagination is the only thing that holds people back as they use new-found equity in their home to upgrade. These upgrades also throw pre-existing models out the window. Costs-per-square-foot swing radically as you go from an original smaller house to one that has been upgraded with the custom features. It is impossible to put a 'rule of thumb' cost per square foot onto even these older homes that have been upgraded.

Another significant trend that distorts the cost-per-square-foot of dwellings is attached structures that do not get included in the living area of the home. Three and four-car garages are not unusual, with fully finished interior walls and ceilings for the homeowner's toys. Decks have become works of art, porches wrap around multiple sides of the home, and outdoor living spaces have become the new trend.

iv3 solutions *Premium Plus Report* is specifically designed to address custom features, and ensure the valuation reflects them properly.



Flood Damage

Once again, flooding has commanded headlines across Canada. From flooding this spring in Southern Ontario, to New Brunswick, to the situation across many parts of southern BC, it is an issue that cannot be ignored.

Is it possible to predict? The answer is often no. Flooding is hitting 100-year levels that have not been seen in certain areas. With unusual weather systems going from frozen and cold areas to rapid warming with heavy precipitation, many areas that previously were viewed as 'safe zones' have been hit. Unlike FEMA in the USA, flood mapping is much more inconsistent and not as readily available in Canada. However the information does exist in most areas. Things such as a slight hill on some properties, or sloped areas that lead away from the property may not be easily discernible on a map, but can be determined while at a location. Although this may not be the only solution, it could help in determining something as simple as which side of the street you want to be insuring.

Our residential and commercial reports can help to identify areas with a previous history of flooding, proximity to water, and elevation variances. An on-site inspector with local knowledge assures that you can do your best to protect your insured's property and your investment.



(Credit: Darryl Dyck/THE CANADIAN PRESS) A flooded area of Grand Forks, B.C.

Wawanesa - Management Changes



Lorraine Bullock – Regional Vice President

Lorraine joined Wawanesa in September of 2014 as Personal Lines Underwriting Manager in our B.C. Region. In this role, Lorraine was instrumental in leading the department to a greater focus on service and an increased reliance on key performance metrics. In assuming the Regional Vice President role, Lorraine will lead the region with this mindset, and I trust the region will benefit from her breadth of knowledge and enthusiasm.

Prior to joining Wawanesa, Lorraine held senior leadership roles in both the brokerage and insurer worlds and displayed a particular expertise in the areas of sales leadership and organizational growth strategies. As the Regional Vice President – Sales for RSA, she was instrumental in improving the company’s brand awareness by elevating presence at corporate events and industry associations, and spearheaded their increase in regional growth. Lorraine holds a CAIB designation from the Insurance Brokers Association of Canada and has been actively involved in a number of industry and charitable activities in the B.C. market.



Liz Strocel – Personal Lines Manager

I started my insurance career as a receptionist at Comox Valley Insurance in 1982.

I continued my career as a broker where possible and because I moved extensively for the next 20 years I held licenses in BC, Manitoba and Florida. I joined the underwriting world by going to work for Axa/Intact in 2011 and on to Wawanesa Insurance in Edmonton in March 2014.

I completed my CAIB designation in January, 1991, my CIP in October 2003 and my Bachelor of Arts majoring in Psychology from UBC in November 2009. I completed my Instructor Certification Program from the Insurance Institute of Canada in October 2015. I have taught CIP courses in both Alberta and BC and have taught the GIE Licensing course at Douglas and Langara Colleges.



Chris Fong – Commercial Lines Manager

Chris brings more than 25 years of experience to Wawanesa and is an accomplished insurance industry professional. He joins us from Intact Insurance, most recently in the role of Manager, Commercial Lines. Previously, Chris held roles with Axa Pacific, The Citadel, and CGU (predecessor of Aviva) with accountability for underwriting management, business performance analytics and underwriting. Chris’s extensive experience in commercial underwriting and the British Columbia marketplace will be a tremendous asset as we continue to build out our commercial lines offerings in the marketplace.

INV-CARD pc 01/18

PERSONAL CYBER PROTECTION

*Protect all your valuables
– even the ones you can't see*

wawanesa.com/personalcyber



Wawanesa
Insurance



PERSONAL CYBER PROTECTION

Wawanesa's *Personal Cyber Protection* is one of the most comprehensive insurance coverages currently available. Ensure that you're protected from the fallout of **cyber attack, cyber extortion, online fraud, or data breach** to your home computer or personal device. Contact your insurance broker today to add *Personal Cyber Protection* to your existing insurance policy.

wawanesa.com/personalcyber



Wawanesa
Insurance



Optimum West Insurance

At Optimum West Insurance Company, we are committed to supporting our broker partners with easy access to accredited online training for our Commercial OptiPak products. You can find them on our website: <http://www.optimum-general.com>. Login to the Broker Access and select Training from the menu bar. A complete list of available sessions is listed in this section for your convenience. While browsing, have a look at our bulletins and brochures too, we have the products and expertise to help you find the right coverage for your clients.

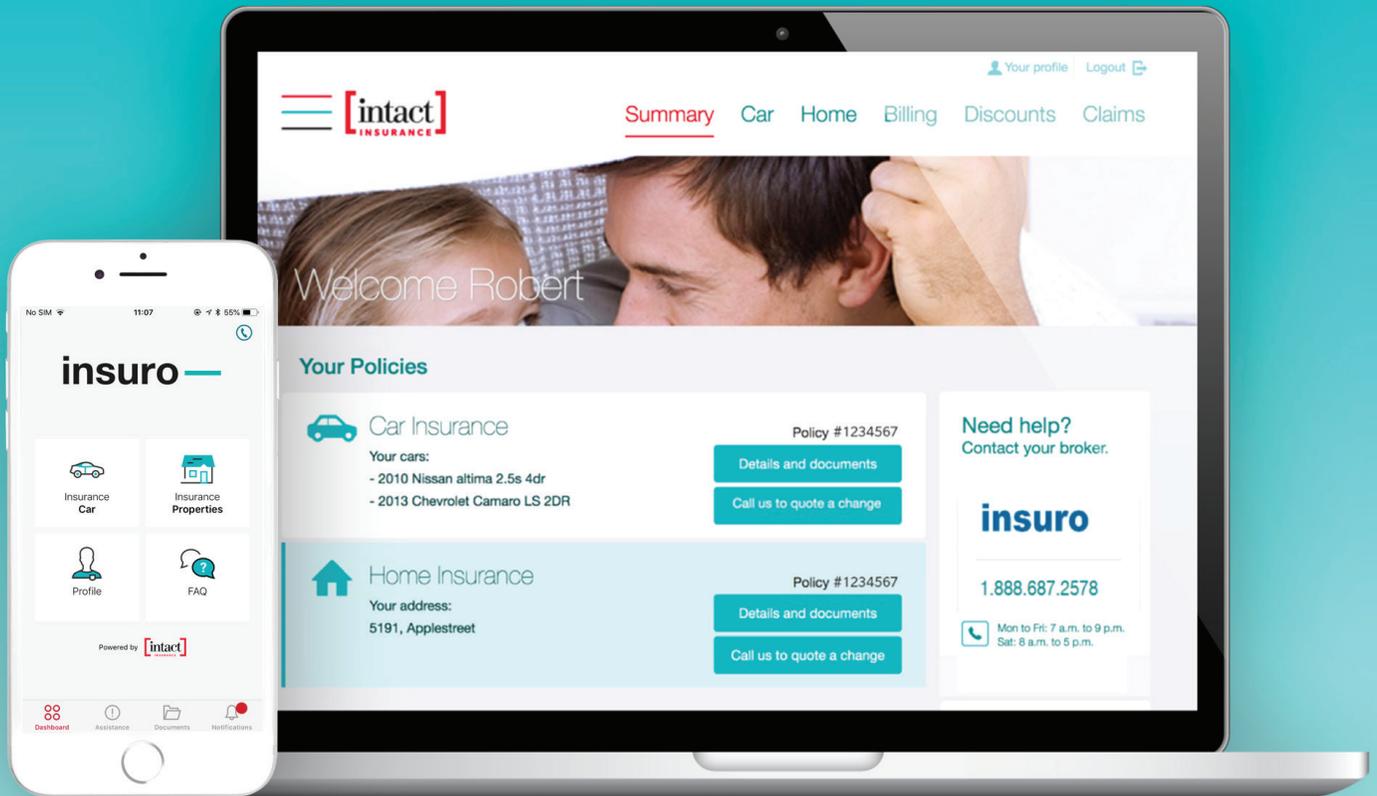
You might be interested to know that Optimum West can provide coverage for Data Compromise and Cyber Risk (CyberOne) on our commercial policies. Our new product is underwritten in agreement with BI&I, and we are pleased to advise that we will be automatically adding a limit of \$25,000 for Data Compromise – Response Expense coverage to all of our policies written on an OptiPak product (except the Contractor OptiPak unless building and/or Contents coverage is on the policy) or with our Enhancement endorsement, Optimum Plus.



Recently we introduced our new OptiPak Manufacturing package. This new product is designed to cover a wide range of small to midsize manufacturing risks and includes many coverage specifically important to this business segment. Please contact your Optimum West underwriter for more information on these and our other great products.



*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*



Insurance at your customer's fingertips!

Client Centre and the Intact Insurance App provide on-demand access to:

- Policy documents
- Proof of insurance
- Real-time claim status updates
- Billing statements

Plus, your customers can easily connect with you, their broker, switch to paperless and more!

Contact your Intact Insurance representative to find out more.



intact.ca/client-centre.html

Certain conditions, limitations, exclusions and eligibility requirements apply. The information that appears on this document is provided to you for information purposes only and is not a guarantee of coverage. ©Intact Insurance Design is a registered trademark of Intact Financial Corporation used under license. ©2018 Intact Insurance Company. All Rights Reserved.



Discovering Today For A Better Tomorrow

Established over seven years ago, ASAP Restoration LTD has grown steadily to cement their name and position as a restoration industry leader. Today, the company operates in British Columbia's Lower Mainland and in various regions within Alberta, ultimately with the goal in mind to expand further in the future. A medium-sized company, ASAP Restoration has a team of highly skilled and exceptionally *capable technicians and project managers.*

"We make sure every customer gets a high-quality service. At the end of the day, we want to be proud of our work." Hardeep Kular Business Development Manager.

Applying the latest cutting-edge industry technology exclusive to ASAP Restoration has given the company an upper hand. "To provide our customers with exceptional customer service and cost reduction methods via technologically advanced systems such as "Purayr" which results in significant savings in comparison to commonly used industry systems" Sasa Trajkovic, Large Loss Specialist.

Project Manager Harpreet Dhaliwal has stated that with natural disasters and catastrophes on the rise, it is important to collaborate and properly communicate for the common good of all stakeholders. ASAP mobilized multiple emergency response units to help with emergency response and restoration in Fort McMurray during the trying times in the city. Charn Dhamrait, General Manager of ASAP stated "that it was key to coordinate efficiently and thoroughly to complete sensitive restoration work for the city's residents."

ASAP's vision is to be a premier restoration company in Canada. Backed by a rich history of growth and stability in serving Western Canada, ASAP is poised for expansion into Eastern Canada. ASAP is "committed to contracting exceptional like-minded individuals focused on excellent service and fairness"

Mundeep Natt - CEO ASAP Restoration.



Abbotsford: [604.864.6438](tel:604.864.6438) | Surrey: [604.574.7122](tel:604.574.7122) | Vancouver: [604.687.8774](tel:604.687.8774) Calgary [403-992-5033](tel:403-992-5033)
Toll Free: [1.877.471.2727](tel:1.877.471.2727)



More quotes. More growth.



Watch your business bloom with our new online platform to quote and bind small business.

It should be easy to do business with us. That's why we worked with brokers to build RSA Pro™, our new online platform for simple, straightforward quoting and binding. Talk to us to see how we're taking the hassle out of quotes to help you grow.



We're growing. How about you?

Come grow with us at rsabroker.ca/rsapro

RSA INSURANCE 

© 2018 Royal & Sun Alliance Insurance Company of Canada. All rights reserved. RSA, RSA & Design and related words and logos are trademarks and the property of RSA Insurance Group plc, licensed for use by Royal & Sun Alliance Insurance Company of Canada. RSA is a trade name of Royal & Sun Alliance Insurance Company of Canada. RSA Pro, RSA Pro & Design, and related words and logos are trademarks and are the property of Royal & Sun Alliance Insurance Company of Canada.

Continuing Education

Certificates for everyone who participated in the seminars will begin to be emailed out shortly. The information reflected on the certificates will match the information received from the sign in sheets. If you do notice any discrepancies, please email me immediately so that we can rectify the problem.

Survey

A short survey will be sent out later this summer to the members regarding the Conference and Trade Show. Please take a moment to fill this out as your feedback helps improve our conference every year. Thank you in advance for taking the time to send this back to me.

CUISA 2019 Conference & Trade Show

The dates and location for next year's Conference & Trade Show have been confirmed. CUISA will be at the Fairmont Chateau Whistler in beautiful Whistler BC. The Conference will run from Tuesday June 4th 2019 - Thursday June 6th 2019 with the Trade Show being held on that Thursday. More information to come in the following months as well as when Registration will be open for the Conference and the hotel .

*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*

Ready or Not – The CAT’s are coming!

By Lisa Nykoluk, Business Development Manager, On Side Restoration Services Ltd.



The insurance industry protects residents and businesses from unforeseen and damaging events. When these events do inevitably strike, it's then about working together to get things back to normal as quickly as possible. It's now all too common to hear about significant weather events taking place. As summer approaches, the threat of flooding and wildfires loom once again.

Emergency property restoration requires niche knowledge, training and a wide range of skills that differs quite significantly from the services that regular builders or maintenance personnel are able to provide. When an event or a chain of events affects a multitude of properties and individuals at one time, these niche skillsets are in high demand. How do property restoration companies respond and what capabilities do they have to service the mass? What happens when that community is logistically far away from a main city and resources more limited?

In Ontario in early May 2018, On Side responded to challenges caused by extreme wind storms that created \$85 million in insured losses, predominately property losses. On Side currently has six branch locations in Ontario, employing approximately 70 people. For those branches, a regular weekly claim intake averages approximately 60-100. In the ten day period post storm, On Side responded to over 1,800 property related claims. In March of 2017, St. John's Newfoundland experienced a similar CAT wind storm causing On Side's local branch to independently respond to over 400 claims in a one week period. In 2017, On Side responded to about six different CAT events nationally. How were they able to respond and service?



On Side could do this because of its national strength that generously shares all resources and people across Canada. The company leverages its proprietary web-based project management system to keep all projects on track and their clients in the know. The company also has a 24/7 in-house call center that fields calls and email assignments. Further, their Client Support Services team is utilized as back up to Project Managers and their Assistants to schedule and orchestrate in the background, as well as effectively communicate with any stakeholder as needed. Project Managers and in-house trades were deployed and rotated out from other On Side branches to assist with the large pulse of volume. These individual branches continued status quo and business in their area continued without a skip.

Just as insurance companies develop programs to ensure a speedy response in the event of a catastrophe, On Side also has parallel programs with their vendors and sub contracted trades. Since 1979, On Side has developed a reputation for being able to sustain mutual working relationships based upon good faith, profitability and service. On Side is a true ally for your business when catastrophe takes place.

Recent CAT stories in the NEWS: [Huge wildfire burning north of Fort St. John forces evacuation order](#) – Global News May 28, 2018; [News - Major B.C flooding: cities threatened by rising waters](#) - <https://www.theweathernetwork.com/> May 10; [Hundreds of thousands without power following disastrous windstorm](#) ...<https://www.ctvnews.ca/.../hundreds-of-thousands-without-power-following-disastrous-...> May 5, 2018 - 2 dead, thousands without power as winds lash Ontario.



MUTUAL FIRE
INSURANCE

T: 604.881.1250 | TF: 866.417.2272
mutualfirebc.com | info@mutualfirebc.com
Follow us  

FARM | COMMERCIAL | HOME

As a mutual insurance company, we see things a little differently than our competition. We embrace our customers' way of life and take pride in providing peace of mind solutions in the communities where we work. Whether you need to protect your farm, business, or home, Mutual Fire Insurance is here to help.

LEADERSHIP TEAM

Darin Lord Nessel, CIP, ARe
President and Chief Executive Officer
D: 604.881.4281
dnessel@mutualfirebc.com

Nirmal Binnag, CAIB
Underwriting Manager
D: 604.881.4234
nbinnag@mutualfirebc.com

Clare Stewart, CIP (Adv), CAIB
Vice President,
Underwriting and Business Development
D: 604.881.4248
cstewart@mutualfirebc.com

Christine Young, CAIB
Business Development Manager
D: 604.881.4254
cyoung@mutualfirebc.com



Introducing **Mutual FarmPROTECT™**

*The Innovative Solution
for Tomorrow's Farmers*

At Mutual Fire Insurance, we know that our insureds have unique operations with different needs. The next generation is connected, innovative, and environmentally conscious: FarmPROTECT™ is designed for the future of farming.

FarmPROTECT™ launches soon. Broker partners can sign up for our mailing list to get the latest news at mutualfirebc.com/sendmeupdates

info@mutualfirebc.com
mutualfirebc.com

Follow Us  

This is a general description of coverage available. Actual policy conditions govern. Subject to risk acceptance. The Mutual Fire Insurance logo and trademarks are administered by The Mutual Fire Insurance Company of British Columbia.