

For the Board Meeting of: 5/13/2021

Executive Summary

The past month has been full as we prepare to go live with our farm implementation on Cognition +. It is an exciting time in underwriting and we are looking forward to the final line of business, commercial, to be implemented by the end of June.

Update on Major Goal(s)

I participated in a 3 part course on Diversity and Inclusion Training for Leaders. The course was put on through OMIA. The facilitator was from Morneau Shepell. This was an excellent course that opens our minds to things that are said and done in everyday life that may have an impact on those around us.

The annual Market Conduct Survey for HTM has now been completed and submitted.

I will be talking to each of the managers to develop a central audit process to work along with the audit process that each does within their own department. This will be done in consultation with each department manager and not involve individual staff members. The managers will look after auditing of their staff. This project will target items that the managers will help develop to be sure we are compliant in all areas of the company. This is in the early development stages.

Emerging or Future Issues

HTM is required annually to submit an Accessibility Compliance Report to the Ontario Government. This is due June 30th. We are currently in the category of less than 50 employees. We will begin to look at the criteria for more the 50 employees to be prepared for when we reach this number. The government counts the 9 directors as employees. This puts us currently in the 44 employee range.

Warren and I have started the process to interview for a candidate to fill in for an upcoming maternity leave. We expect that we will be looking to start training someone for this position shortly.

I will be developing a policy for document retention and destroy dates for documents. We have been working with the paper files that we have had and continue to deplete these by a shred each year. Since we became paperless, there is less need for storage of old files. We continue to work on the scanning process of the files that we have left.

This is coming to an end. We did get slowed down due to the current lockdown on this project. This will also move forward into discussions with Cognition + of documents we have stored in files on our system. Once a policy is cancelled we need a purge process for the information to be removed from our system in a similar manner to the way we destroyed paper files in the past.

Compliance Calendar

I have been continuing to update the Compliance calendar as items arise throughout this year. This document will become a valuable template to follow in the future. Below you will see a summary of April items.

Compliance Topic	Description of Activity	Status
<i>Market Conduct Audit</i>	FSRA requires an annual report on customer complaints along with other distribution information. It is due by May 1 st of each year.	Completed
<i>Terrorism Report</i>	This is monthly report to FSRA	Completed
<i>Document Purge</i>	Preparing for annual Document Purge Holding due to lockdown	Pending
<i>Monthly MVR log</i>	This is downloaded from CGI monthly This is required as a record for possible MTO audit	Completed

Respectfully Submitted,

Barbara Dinnage

“We strive to be remarkable.”

By continuously working to be our best, we provide great service to our clients. We focus on constant improvements and finding ways to be better.