

For the Board Meeting of: 6/10/2021

Executive Summary

The past month has been full as we prepare to go live with our Commercial implementation on Cognition+. It is an exciting time in underwriting and we are on track for implementation June 18th. I have still been committing the majority of my time to underwriting. We are in the process of training staff. We have a couple of new employees as well as some shuffle of the work load to prepare for the upcoming maternity leave.

Update on Major Goal(s)

The work on the compliance calendar continues. I attended the Compliance Roundtable. There was a presentation from Walker Sorensen Law Firm. It was a look at the Outsourcing Agreements that companies have with organizations outside of our company. This can be payroll providers, independent adjusters, lawyers, restoration companies, marketing firms and IT providers to name a few. The discussion covered the concerns with our information that could be available to these organizations and security needed. The risks that may be present from using these services and what would happen if they were suddenly not available and the continuity of our business as a result. There are many other concerns that were identified in the presentation and how they can affect us.

Emerging or Future Issues

I have submitted our Accessibility Compliance Report. I will be building a list of procedures to document how we train staff on accessibility standards, on responding to feedback from anyone coming into our building with accessibility concerns. The HTM building still being a new construction we have met standards for accessibility.

I am starting to look into a program that is offered by the Northumberland Central Chamber of Commerce. They are offering rapid (COVID) tests for businesses to have access to. This is in the early stages. I will investigate that we qualify for the program and the requirements for administering the tests and documenting the results.

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 May Items.

Compliance Topic	Description of Activity	Status
<i>Accessibility Compliance Report</i>	This is required by Ontario Government and due by June 30, 2021	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.