HTM INSURANCE COMPANY

BOARD MEETING – APRIL 2022

WELCOME & OPENING REMARKS







"To protect your future as if it's our own"





"Our family striving to provide you with peace of mind by protecting your tomorrows today"



DECLARATION

Conflict of Interest



AGENDA

- > Welcome and Call to Order, Mission, Vision, Conflict
- Consent agenda
- Directors' Activities
- Management reports QI
- Executive Committee
- Governance Committee
- Document Review
- Other Business
 - Convention Groups





"That the Agenda be adopted as distributed."

Moved by

Seconded by



CONSENT AGENDA DOCUMENTS

- VP Claims Report
- VP Loss Prevention Report
- > VP Underwriting Report
- > VP Finance Report
- Compliance Report
- Distribution Manager Report
- President's Report
- Service Standards

- > IFRS-17 Readiness Report
- Cognition+ Broker Connectivity
- > OMIA Report
- FM RePort
- Board Meeting Minutes
- FRC Update
- FMGF Update





"To accept the Consent Agenda items as distributed."

Moved by

Seconded by



THE MANAGEMENT TEAM

UPDATE TO MARCH 31



- Take All Comers Rule
- Covid-19
- > ERM
- In Person AGM
- Underwriting Documents





Board Actions / Watch list	Action taken	Status
Policy document review	Each month a few policies are reviewed with the board	In Progress
In Person – Annual General Meeting	Held March 12 th	Complete
By Law Change	Approved at March 12 th AGM	Complete
Conduct Review Committee Meeting and report.	Meeting Jan 21 st ,	Complete
Reinstate Executive Officers	Meeting held March 12 th	Complete
Letter of intent received for directors up for election	3 existing directors have returned letters	Complete
Market Conduct	Due May I	In Progress
Update Pandemic Procedure	Policy review February Board Meeting	Completed

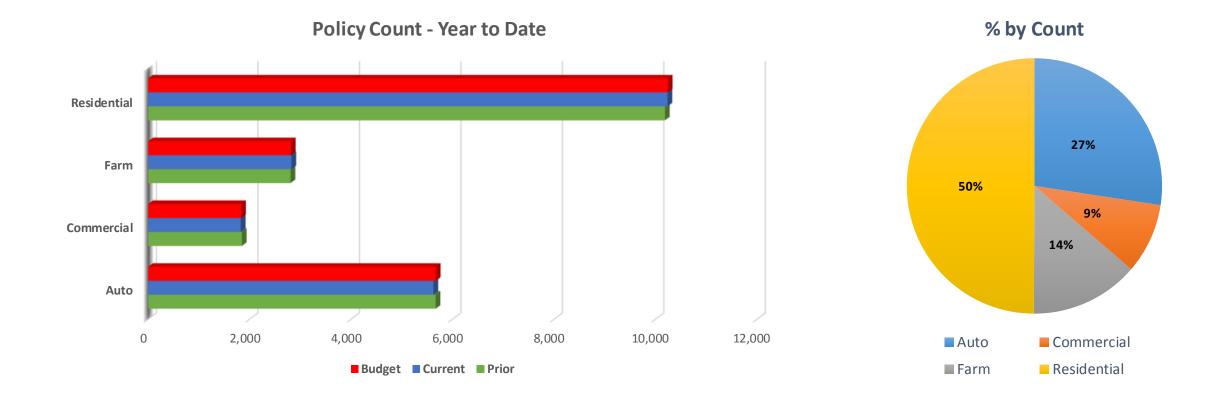
Management	Action taken	Status
Canadian Revenue Agency (CRA), Harmonized Sales Tax (HST), Payroll Taxes	Pending Apr 30 th due date (HST) Automated payment by Ceridian	In progress
Ministry of Finance (ONT) - Retail Sales Tax (RST)	Pending Apr 24 th due date	In Progress
FSRA - Suppression of Terrorism Monthly Report (15 th)	Completed by 15 th of each month	Complete
FSRA - OMIA Stats	Submitted Apr 4 th	Complete
MTO – MVR logs	Downloaded	Complete
Service Standards Q4	Department Managers included in Board documents	Complete
Send questionnaires for CRC and Leadership Covenant	Sent to Board Members/Managers for signing	Still waiting on a few back
Managers Attend Board Meeting	April 21 st	Complete
Health and Safety Committee	New member added, meeting taken place	Complete

Underwriting Accountabilities

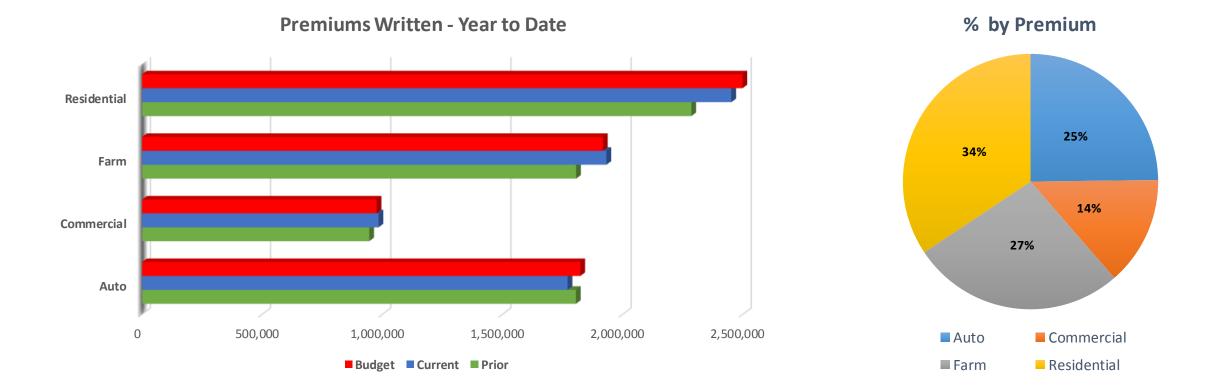
- > New staffing and positions
- "Internal" U/W Manual
- Fleet training
- OMAP Chair



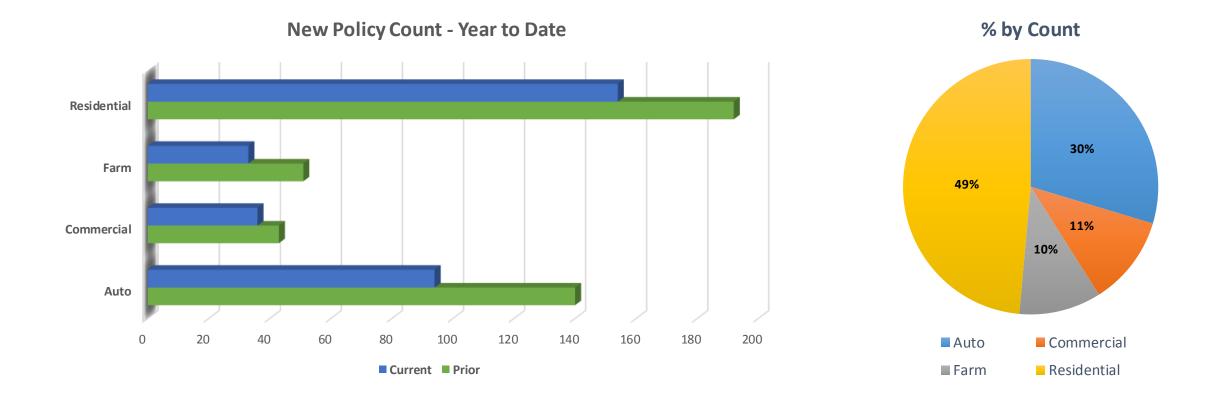




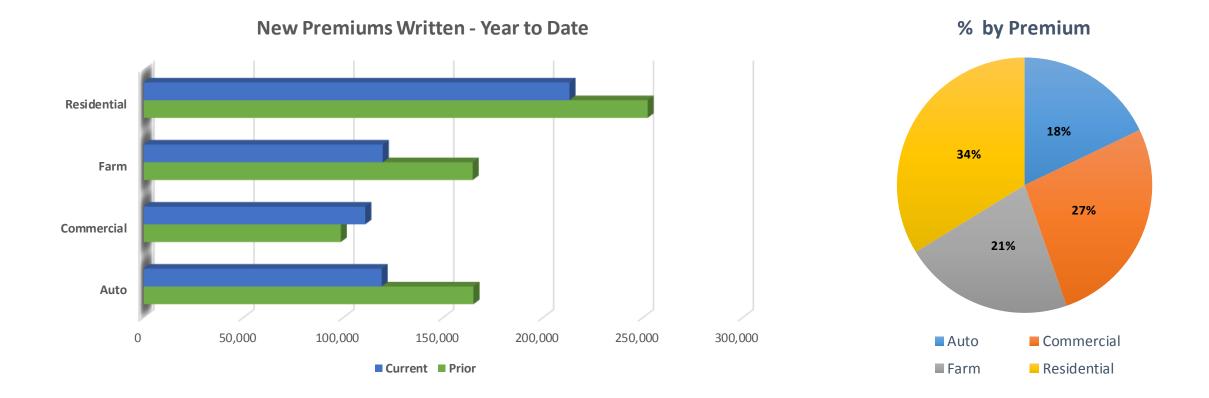














Gross Loss Ratio (Year-to-Date)

By Policy Class compared to 3 Year Average

Policy Class	Current	Prior	3 Year AVG	Budget	Off Budget #	Off Budget %
Auto	76.4%	1.2%	45.0%	53.4%	23.0%	43.0%
Commercial	67.6%	22.6%	16.2%	34.5%	33.1%	95.8%
Farm	26.3%	(5.2%)	42.8%	67.8%	(41.5%)	(61.2%)
Residential	77.9%	27.4%	63.9%	46.7%	31.2%	66.6%
Total	63.2%	12.3%	48.1%	55.0%	8.2%	14.9%



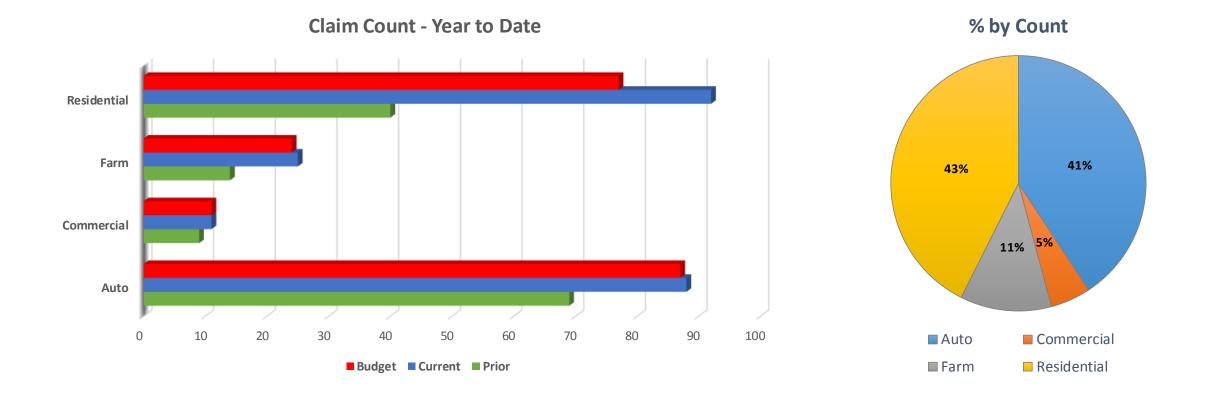
≻ QI



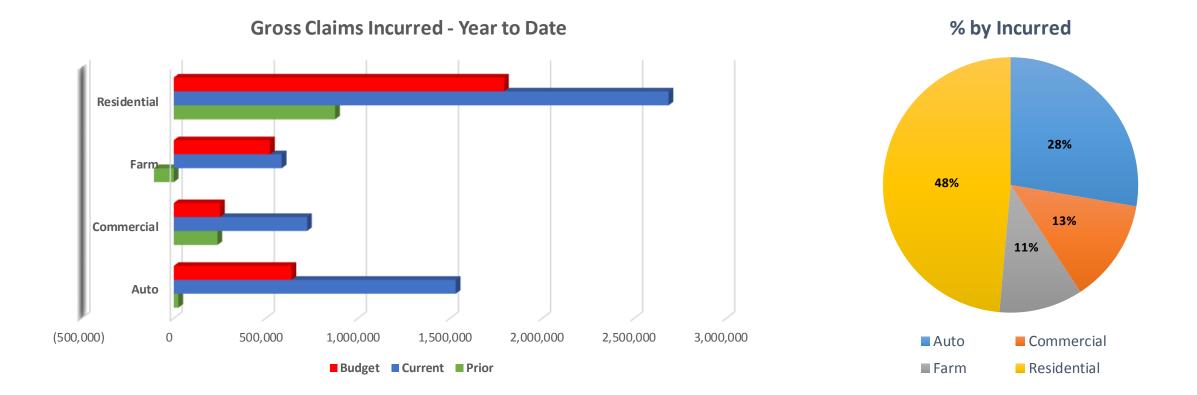
Product Review











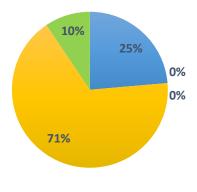


Fire Broken Down

Gross Property Claims Incurred (Year-to-Date)

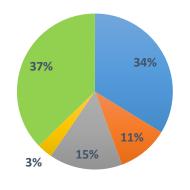
by Kind of Loss

Kind of Loss	Current	Prior	Change \$	Change %
Fire	2,033,322	794,291	1,239,032	156.0%
Water	1,243,118	205,552	1,037,565	504.8%
Wind / Lightning	160,781	(58,794)	219,575	-373.5%
Machinery	8,200	2,799	5,401	192.9%
Livestock	29,363	12,840	16,524	128.7%
Pollution	(13,664)	(242,193)	228,530	-94.4%
Impact / Collapse	14,468	13,697	771	5.6%
Crime	98,712	(29,892)	128,603	-430.2%
All Other	(5,955)	45,174	(51,128)	-113.2%
Total	3,568,346	743,473	2,824,873	380.0%



Electrical Smoke CookingWood Other

Water Broken Down



■ Rupture ■ Sump ■ Ground

Sewer Other

Gross Liability Claims Incurred (Year-to-Date)

by Kind of Loss

Kind of Loss	Current	Prior	Change \$	Change %
Bodily Injury	27,399	82,716	(55,317)	(66.9%)
Property Damage	350,000	124,929	225,071	180.2%
Products	0	62,314	(62,314)	(100.0%)
Professional	0	0	0	0.0%
Pollution	0	0	0	0.0%
Total	377,399	269,959	107,440	39.8%

Gross Automobile Claims Incurred (Year-to-Date)

by Kind of Loss

Kind of Loss	Current	Prior	Change \$	Change %
Liability	742,785	(99,841)	842,627	(844.0%)
Accident Benefits	465,356	40,794	424,562	1040.7%
Physical Damage	322,170	211,723	110,447	52.2%
Uninsured Auto	0	(128,154)	128,154	(100.0%)
Total	1,530,311	24,522	1,505,789	6140.7%



Gross Claims Incurred (Year-to-Date)

By Class showing the effect of Claims Activity for prior years

Policy Class	2021 Claims Incurred	Prior Year Claims Incurred	Total Incurred	% Impact of Prior Year Claims
Auto	965 <i>,</i> 604	564,707	1,530,311	58.5%
Commercial	713,500	10,091	723,591	1.4%
Farm	581,384	4,649	586,033	0.8%
Residential	2,342,704	342,792	2,685,496	14.6%
Totals	4,603,192	922,239	5,525,431	20.0%



- Pearson Insurance Agreement
- New Agent: Amanda Hartin
- > Agent Logo
- > Website Progress
- Agent File Auditing
- > Broker Marketing 2022





New Policy Counts - Top 5 - YTD

Best performing brokers or agents

Brokers	YTD	Average
Newman Insurance Group	83	27.7
G&B Allen Insurance	63	21.0
Vasey Insurance Brokers	22	7.3
Elliott Insurance Services	19	6.3
Ontario Insurance Network Group	18	6.0

New Policy Counts - Bottom 5 - YTD

Least performing brokers or agents

Brokers	YTD	Average
Brown & Brethour Insurance	4	1.3
Roughley Group	4	1.3
Hub International	3	1.0
Bradley Brothers Insurance	1	0.3
Petley Group	1	0.3



Retention (Year-to-Date)

By Policy Class

Policy Class	ALL	AGENTS	Difference
Auto	92.7%	92.4%	0.3%
Commercial	89.0%	90.7%	(1.7%)
Farm	94.4%	92.1%	2.3%
Residential	91.9%	92.1%	(0.2%)
Overall	92.0%	91.8%	0.2%



Distribution Loss Ratios (Year-to-Date)

By Broker and Agent

Agents / Brokers - Top 10 Performers	Gross L/R	Net L/R
Hamilton Township	(29.8%)	(29.8%)
Gordon Insurance Brokers	(12.9%)	(12.9%)
Hub International	0.0%	0.0%
HTM Agents	12.1%	12.1%
DG Smith Insurance	29.7%	29.7%
Elliott Insurance Services	36.4%	36.7%
Pearson Insurance	39.5%	39.5%
W.B. White Group	40.2%	40.2%
Ontario Insurance Network Group	40.7%	40.7%
Bulger & Gray Insurance	42.2%	41.4%



Distribution Loss Ratios (Year-to-Date)

By Broker and Agent

Agents / Brokers	Gross L/R	Net L/R
G&B Allen Insurance	43.4%	42.7%
W.W.D Mcglennon Insurance	46.5%	46.5%
Roughley Group	48.2%	48.2%
Petley Group	51.1%	51.1%
Newman Insurance Group	57.4%	35.5%
Vasey Insurance Brokers	59.0%	52.9%
Your Community Brokers	61.5%	61.5%
Bradley Brothers Insurance	68.8%	68.8%
Darling Insurance Group	73.1%	73.1%
Brown & Brethour Insurance	83.1%	83.1%
Canada Brokerlink Group	263.5%	164.9%



HTM Agents Performance (Year-to-Date)

By Class of Business

Year	Policy Count	Growth	Premium Written	Growth	Loss Ratio
Auto	310	0.3%	86 <i>,</i> 805	12.1%	27.9%
Commercial	32	0.0%	28,691	37.1%	53.0%
Farm	104	-2.8%	47,943	-1.6%	-51.2%
Residential	238	7.7%	51,917	22.6%	48.4%
Total	684	2.2%	215,356	13.7%	12.1%



- On-site inspections for close to 2 months in first quarter
- Prioritizing high value and rush

inspections

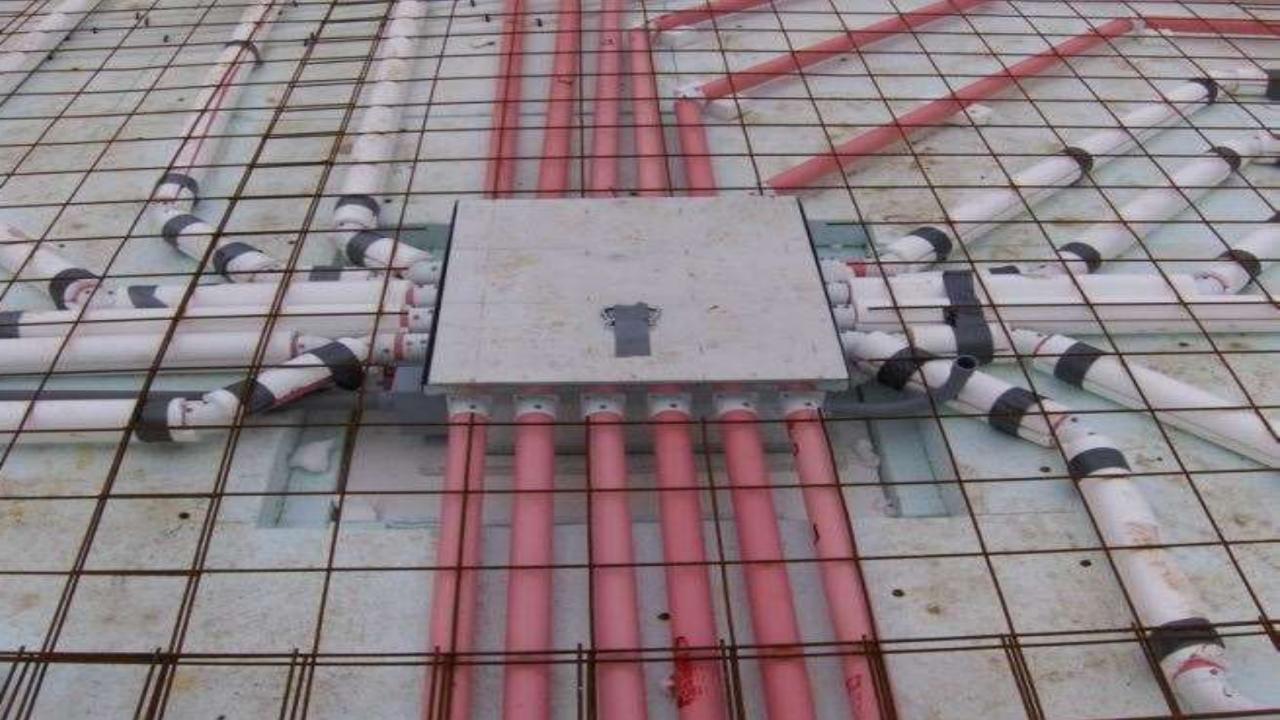




- Ist Quarter saw 164 inspections completed
- > 34 of the those had recommendations or 21%
- > Our back-log currently sits at 1594









How does it compare?

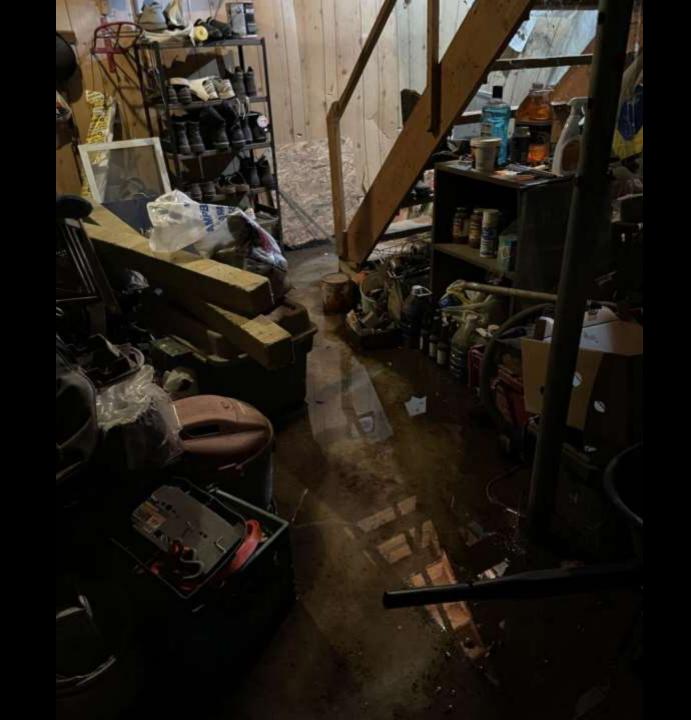
iON is unlike combustion-based backup power systems [i.e. standby generators] in the following ways:

- installed indoors
- instant on/off
- silent
- zero carbon emissions
- no maintenance

Adding **ZenGen** hybrid backup option allows for **potentially unlimited duration**, using an appropriately sized conventional generator. In the event of a **prolonged power outage**, your *i*ON may consume all of its stored energy. In this case, the generator can be used to **fully recharge the system**. **Including standard installation**, the price of our **ZenGen** option is **\$900**. Power... 6 *kW maximum* 2 *kW continuous* Energy... 4 *kWh* LxWxH... 16" x 14" x 51" Price... \$6,900 installed iON 2+ 6 *kW* / 2 *kW* 8 *kWh*, 31" x 14" x 51" \$8,900 installed Power... 12 kW maximum 4 kW continuous Energy... 8 kWh LxWxH... 31" x 14" x 55" Price... \$10,900 installed iON 4+ 12 kW / 4 kW 16 kWh, 38" x 21" x 55" \$14,900 installed

Power... 24 kW maximum 8 kW continuous Energy... 16 kWh LxWxH... 38" x 21" x 60" Price... \$18,900 installed iON 8+ 24 kW / 8 kW 32 kWh, 60" x 26" x 60" \$26,900 installed

Power... 24 kW maximum 8 kW continuous Energy... 16 kWh LxWxH... 38" x 21" x 60" Price... \$18,900 installed iON 8+ 24 kW / 8 kW 32 kWh, 60" x 26" x 60" \$26,900 installed







































- New Business Analyst
- Claims on Cognition
- ➢ IFRS 17
- Cross Training



Looking back



FINANCIAL STATEMENTS

TO MARCH 31, 2022



CURRENT – IFRS 4

Balance Sheet as at March 31, 2022

DRAFT IFRS 17

Balance Sheet as at March 31, 2022

2022	2021	% of <u>Change</u>
59,659,530	54,426,163	9.6%
7,672,199	7,852,573	(2.3%)
6,765,472	7,932,015	(14.7%)
245,623	359,533	(31.7%)
7,053,759	7,358,706	(4.1%)
<u>3,503,303</u>	<u>3,460,456</u>	<u>1.2%</u>
<u>\$84,899,886</u>	<u>\$81,389,447</u>	4.3%
511,899	460,540	11.2%
760,752	683,423	11.3%
24,815,467	24,022,049	3.3%
(914,256)	480,576	(290.2%)
19,545,658	15,876,460	<u>23.1%</u>
44,719,521	41,523,049	7.7%
40,180,365	<u>39,866,398</u>	0.8%
\$84 899 886	\$81 389 <i>11</i> 7	4.3%
	59,659,530 7,672,199 6,765,472 245,623 7,053,759 <u>3,503,303</u> \$84,899,886 511,899 760,752 24,815,467 (914,256) <u>19,545,658</u> 44,719,521	59,659,53054,426,1637,672,1997,852,5736,765,4727,932,015245,623359,5337,053,7597,358,7063,503,3033,460,456\$84,899,886\$81,389,447511,899460,540760,752683,42324,815,46724,022,049(914,256)480,57619,545,65815,876,46044,719,52141,523,049

	2022	2021	% Change
Cash and investments	\$59,659,529.53	\$54,426,163.24	9.6%
Reinsurance contract assets	. , ,		
Due from reinsurer	246,276	205,088	20.1%
Reinsurer's share of provision for unpaid claims	6,519,197	7,772,071	-16.1%
Premium due (to)/from Reinsurer/Facility	352,291	391,712	-10.1%
Income tax recoverable	1,029,618		
Prepaid	64,364	92,307	-30.3%
Fixed assets	7,053,759	7,358,706	-4.1%
Broker Acquisition	245,623	359,533	-31.7%
Deferred income taxes	120,000	130,000	-7.7%
Total Assets	\$75,290,657	\$70,735,581	6.4%
Accounts payable and accrued liabilities Insurance contract liabilities	591,517	566,519	4.4%
Deferred policy acquisition	(2,931,917)	(2,844,309)	3.1%
Accounts receivable policyholders	(7,715,243)	(7,419,754)	4.0%
Accounts receivable - other	44,058	(389,804)	-111.3%
Commissions payable	760,752	683,423	11.3%
Provision for unpaid claims	24,815,467	24,022,049	3.3%
Unearned premiums	16,633,658	15,876,460	4.8%
Income tax payable		374,598	-100.0%
Provision for policyholder refund	2,912,000	-	
Total Liabilities	\$35,110,293	\$30,869,182	13.7%
Members Surplus	\$40,180,365	\$39,866,398	0.8%

\$75,290,657

\$70,735,581

6.4%

CURRENT – IFRS 4

Income Statement to March 31, 2022

DRAFT – IFRS 17

Income Statement to March 31, 2022

	2022	2021	% of <u>Change</u>
Premiums	7,197,440	6,889,068	4.5%
Reinsurance Premiums	1,290,517	1,045,389	23.4%
Increase (Decrease) in UEP	<u>(1,589,753)</u>	<u>(1,517,155)</u>	4.8%
Net Premiums Earned	7,496,676	7,360,833	1.8%
Policy Interest / Charges	<u>132,437</u>	<u>121,493</u>	9.0%
	<u>\$7,629,114</u>	<u>\$7,482,326</u>	2.0%
Gross Claims & Adjusting Incurred	5,809,598	1,325,756	338.2%
Reinsurance Recoveries	<u>1,143,831</u>	<u>(202,157)</u>	(665.8%)
Net Claims Incurred	4,665,767	1,527,912	205.4%
Policy Acquisition Expenses	1,907,408	1,742,940	9.4%
All other Expenses	<u>1,289,531</u>	<u>1,145,031</u>	12.6%
General Expenses	3,196,939	2,887,970	10.7%
Underwriting Profit / (Loss)	(\$233,592)	\$3,066,443	(107.6%)
Investment Income	(2,365,999)	(89,005)	2558.3%
Income Tax Expense	<u>(650,000)</u>	<u>751,400</u>	(186.5%)
Net Profit / (Loss)	<u>(\$1,949,591)</u>	<u>\$2,226,039</u>	(187.6%)

	2022	2021
Insurance revenue (earned premium)	\$ 8,787,193 \$	8,406,222
Insurance service expenses		
Claims paid direct	4,170,302	3,073,110
Facility claims paid	46,892	40,613
Change of claims provision	1,430,129	(1,968,022)
Internal adjusting expenses	161,803	179,998
Commissions	1,756,882	1,626,693
Premium taxes	29,336	27,413
Policy acquisition costs	 118,312	85,252
	7,713,657	3,065,056
Insurance Service Result Before Reinsurance Contracts Held	 1,073,536	5,341,166
Allocation of reinsurance premiums	(1,290,517)	(1,045,389)
Amounts recoverable from reinsurers for incurred claims	 1,143,831	(202,157)
Net Income (Expense) From Reinsurance Contracts Held	 (146,686)	(1,247,546)
Insurance Service Result	926,850	4,093,620
Investment Income (Loss)	(2,365,999)	(89,005)
Insurance finance expenses for insurance contracts issued (NEW) Reinsurance finance income for reinsurance contracts held (NEW)		
Net Insurance Financial Result	(1,439,149)	4,004,615

CURRENT – IFRS 4

DRAFT – IFRS 17

Income	Statement	to	March	31,	2022
--------	-----------	----	-------	-----	------

	2022	2021	% of <u>Change</u>
Premiums	7,197,440	6,889,068	4.5%
Reinsurance Premiums	1,290,517	1,045,389	23.4%
Increase (Decrease) in UEP	<u>(1,589,753)</u>	<u>(1,517,155)</u>	4.8%
Net Premiums Earned	7,496,676	7,360,833	1.8%
Policy Interest / Charges	<u>132,437</u>	<u>121,493</u>	9.0%
	<u>\$7,629,114</u>	<u>\$7,482,326</u>	2.0%
Gross Claims & Adjusting Incurred	5,809,598	1,325,756	338.2%
Reinsurance Recoveries	<u>1,143,831</u>	<u>(202,157)</u>	(665.8%)
Net Claims Incurred	4,665,767	1,527,912	205.4%
Policy Acquisition Expenses	1,907,408	1,742,940	9.4%
All other Expenses	<u>1,289,531</u>	<u>1,145,031</u>	12.6%
General Expenses	3,196,939	2,887,970	10.7%
Underwriting Profit / (Loss)	(\$233,592)	\$3,066,443	(107.6%)
Investment Income	(2,365,999)	(89,005)	2558.3%
Income Tax Expense	<u>(650,000)</u>	<u>751,400</u>	(186.5%)
Net Profit / <mark>(Loss)</mark>	<u>(\$1,949,591)</u>	<u>\$2,226,039</u>	(187.6%)

Investment Income (Loss) Insurance finance expenses for insurance contracts issued Reinsurance finance income for reinsurance contracts held	• •	(2,365,999)	(89,005)
Net Insurance Financial Result		(1,439,149)	4,004,615
Other Income			
Service charges		128,987	121,493
Other Expenses			
Salaries and benefits		501,511	447,112
Director fees		55,628	54,214
Professional fees		13,946	19,011
Travel and education		13,810	3,785
Loss prevention		152,967	138,948
Advertising		37,057	25,724
Office, printing and telephone		48,971	48,227
Technology		236,498	178,100
Building		45,874	53,329
Amortization of property		63,060	62,397
Other		120,107	117,823
Refund to policyholders		-	-
		1,289,429	1,148,670
Profit (Loss) Before Tax	\$	(2,599,591) \$	2,977,439
Refund to Policyholders		-	-
Income before Taxes	\$	(2,599,591) \$	2,977,439
Tax Provision		(650,000)	751,400
Net earnin	gs (loss) \$	(1,949,591) \$	2,226,039



"To accept the Financial Report to March 31, 2022."

Moved by

Seconded by



ACTION ITEMS FOR 2022

AND LOOKING FORWARD OVER THE NEXT FEW MONTHS



- Inspection system coming soon!
- > Agreed to become "early adopters"
- Dealing with the backlog



Looking forward



TECHNOLOGY – INSPECTION SYSTEM

Project Manager: Bryce Clarke Team Members: Owen Merrill, Barb Dinnage

Purpose of the project: To implement the new inspection system with Farm Mutual Re and Cognition+.

Status: Initial review.

Target Date: Q2 2022 Start



E.S.G. - ENVIRONMENT

Project Manager: Bryce Clarke Team Members: TBD

Purpose of the project: Create a committee to investigate various idea for environmental improvements we can make as an organization to create a roadmap for us to follow and build a culture of environmental responsibility for the organization. To measure our impact to the environment as base line for future improvements.

Status: Not started.

Target Date: 2022



- Agent Department Amalgamation
- > Agent Access to Cognition +
- > Website Work
- HRC Insurance
- Roughley Insurance
- Consumer Portal



Looking forward



CONSUMER PORTAL

Project Manager: Christine Howe Team Members: Scott H., Ryan, April, Allison, Alec

Purpose of the project: To assist Cognition+ in the design and implementation of a consumer portal through user testing and feedback with the ultimate goal of providing a digital experience for our policyholders, Agents and Brokers and providing the same opportunity for our fellow mutuals.

Status: Waiting on Security upgrade

Target Date: Going live in 2021 (Delayed to Q2 2022)



SALES WEBSITE

Project Manager: Christine Howe **Team Members**: Ryan, TBD

Purpose of the project: To implement a "sales website" to assist our agents with attracting new policyholders and serving the current ones.

Status: Working with AdHome on completion of the website. They are creating infrastructure as we help with them on content.

Target Date: June 2022





Project Manager: Christine Howe **Team Members**: Ryan, Allison, TBD

Purpose of the project: To provide agents with access to Cognition+ and either through our portal (with Hubio) or direct in Cognition+, create the ability to add new business and record documents and note taking (paperless environment for agents).

Status: Delayed due to Claims Go-Live. Revisiting at the end of April.

Target Date: June 2022





- Product Review
- Claim Handling Guidelines
- Training and Education



Looking forward



PRODUCTS AND SERVICES - DEVELOPMENT

Project Manager: Warren Team Members: Steve

Purpose of the project: To establish a more formal and effective approach to new product development.

Status: We have completed the mapping of the Residential wording as compared to our competitors. We are currently completing a complete update of the Residential wordings

Target Date: Residential wordings update will be completed by May. We will then move on to Farm and then Commercial.



TECHNOLOGY – CLAIMS SYSTEM

Project Manager: Carolynn **Team Members**: Shawna, Ryan, Allison, Donna & Alec

Purpose of the project: To implement the new Cognition+ platform for claims.

Status: Admin side has been set up. Test system environment converted, Up-coming user side training, validation of the conversion.

Target Date: Live April 25, 2022



SERVICES – CLEAR PAY

Project Manager: Carolynn Team Members: Shawna, Ryan, Allison, Donna

Purpose of the project: To implement the ability to pay small claim amounts using text/email transfers through a software called Clear Pay.

Status: Not started.

Target Date: Live April 1, 2022



- Inspection ordering efficiencies
- Cognition+ document "tagging"
- > OMAP Initiatives
- FSRA Technical Advisory Committee



Looking forward



GROWTH – NEW LINES

Project Manager: Warren Team Members: Tifanny Gibbs

Purpose of the project: To promote fleet insurance and develop garage auto as a new product.

Status: Fleet quoting and renewing has started with using the Farm Re fleet rating system.

Target Date: Q3 - 2022



TECHNOLOGY - UPLOAD

Project Manager: Warren **Team Members**: Christine, Allison, Ryan, Donna

Purpose of the project: To work with Cognition+ and Hubio to create a portal for policy inquiry and upload of new auto business, followed by residential.

Status: Not started



> Work Life Balance

Market Conduct Reporting



Looking forward



Board Actions / Watch list	Action taken	Status
Market Conduct		In Progress
Accessibility Compliance report	Meeting needed to review with Bryce any changes based on number of staff report Due June I	Not Started
Health & Safety	Check in with Bryce on committee meeting and building inspection	Not started

Management	Action taken	Status
FSRA - P&CI & Related documents filed	Due May 15	
Ministry of Finance (ONT) - Retail Sales Tax (RST)		
FSRA - Suppression of Terrorism Monthly Report (15 th)		
FSRA - OMIA Stats		
MTO – MVR logs		
Canadian Revenue Agency (CRA), Harmonized Sales Tax (HST), Payroll Taxes	(HST) Automated payment by Ceridian	
Ministry of Finance (ONT) - Retail Sales Tax (RST)	Pending	

DOCUMENT HANDLING POLICY

Project Manager: Barb Team Members: Ryan Colquhoun

Purpose of the project: To create a storage policies and procedures document to ensure files stored on our system are maintained appropriately to meet regulatory, security and privacy concerns.

Status: In progress



DONATION POLICY

Project Manager: Barb **Team Members**: Donna White, Christine Howe

Purpose of the project: Create a donation policy that promotes the values of our organization and provides a guide for the management and board to follow.

Status: Not started



GOVERNANCE - POLICIES

Project Manager: Barb Team Members: Alec Harmer

Purpose of the project: Review current policies and identify missing or incomplete policies. Build or target dates for any of those policies. Re-do current board policies in a standard format and ensure they are up-to-date and available for directors.

Status: Monthly Review of Policies



New Business Analyst

- Continuing cross training and education
- Claims conversion
- ➢ IFRS 17



Looking forward



TECHNOLOGY – ACCOUNTING SYSTEM

Project Manager: Donna Team Members: TBD

Purpose of the project: To implement the new Cognition+ platform for accounting.

Status: Not started.



GOVERNANCE – IFRS IMPLEMENTATION

Project Manager: Donna Team Members: Alec

Purpose of the project: To modify our systems, accounts and practices during 2022 so we are prepared for IFRS reporting in 2023.

Status: Reinsurance and Claims reporting for actuary, QlickSense.



TECHNOLOGY – ELECTRONIC SIGNATURE

Project Manager: Ryan Team Members: Allison, Christine

Purpose of the project: To implement a software solution that allows for signing documents digitally for the organization for internal use and external customers.

Status: Just started.



PEOPLE - EDUCATION

Project Manager: Donna Team Members: Ryan, TBD

Purpose of the project: To Provide access and training to data analytics tools to enhance understanding of business outcomes (5 additional employees).

Status: Not Started.



TECHNOLOGY - CLOUD

Project Manager: Donna Team Members: Ryan

Purpose of the project:To determine the merits of moving to a cloud based service provider versus maintaining servicers on site.

Status: Not Started.



EXECUTIVE COMMITTEE

MEETING AND MINUTES





"To accept the Minutes of the Executive Committee"

Moved by

Seconded by



GOVERNANCE COMMITTEE

MEETING AND MINUTES





"To accept the Minutes of the Governance Committee"

Moved by

Seconded by



DOCUMENT REVIEW

HEALTH & SAFETY IN A PANDEMIC ENVIRONMENT / WORK FROM HOME POLICY





" To accept the WFH and H&S in a pandemic environment document as presented"

Moved by

Seconded by



OTHER BUSINESS

LIST OF FINAL ITEMS



OTHER BUSINESS

Convention Groups

Group	P&M – Late October	NAMIC – Mid September	CAMIC – Early October
Trish,Van, Allan	2022	2024	2023
Dave, John, Bill	2023	2022	2024
Nancy, Richard, Susan	2024	2023	2022



ADJOURN / SURVEY





THANK YOU