

**For the Board Meeting of: 7/15/2021**

## **Executive Summary**

During the past month, many things have happened. I attended virtually the Women In Insurance Conference. I have attended this in the past in person, it is an excellent session. This year it was a virtual format. The Keynote Speaker was Cheryl Pounder 2 x Olympian and she was inspirational on the topic of working with a team and leadership of a team. Several of the other topics throughout the day touched on remote workforce, resilience and innovation.

I continue to be on the board for the Kawartha Chapter for the Insurance Institute. I am continuing on in my role as secretary for the upcoming year. Our AGM was held in June.

We had our final implementation in underwriting of Cognition +. Implementation takes place over a weekend. Our team of Warren, Donna, Lori and myself were here on the Saturday of implementation. All went well, all underwriting lines are live in Cognition+. The staff have adapted to the new system.

Farm Re holds monthly updates on the automobile line. I participate monthly in these virtual sessions.

We have implemented the COVID Rapid Tests in the building. We have had a great response from the staff. This is another layer of comfort for the people entering the building.

## **Update on Major Goal(s)**

The work on the compliance calendar continues. The annual project for document purge needed to be tackled. This is something that we usually do each spring. As a result of reduced staff due to COVID we didn't complete this in 2020. We have now completed the purge of older files (7 years +). This project will only happen with paper underwriting files for 2 more years and then all will be paperless. The claims department will have minimal paper files and the accounting department will still have a certain amount of paper files going forward. Once we have completed the purge of paper files, we will have to have a procedure for purging files from our electronic records. I have been working on a Document Retention Schedule. The purge from electronic data will need to be developed with Cognition+ as well as our internal drives that have data saved on.

## **Emerging or Future Issues**

Things have settled down as we move into the summer in regards to meetings. The vacation season is in full swing with staff rotating through the weeks over the next couple of months. We are preparing for the August Strategic Planning session.

# 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 June Items.

<b>Compliance Topic</b>	<b>Description of Activity</b>	<b>Status</b>
<i>Terrorism Report</i>	This is monthly report to FSRA	Completed
<i>Document Purge</i>	Preparing for annual Document Purge Holding due to lockdown	Completed
<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.