



'Celebrating 40 Years of Self-Regulation'

RIBO REVIEW

"The RIBO News You Need To Know"

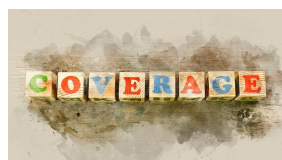


ADVANCE NOTICE - RIBO AGM 2021

The 39th Annual Meeting of members of the Registered Insurance Brokers of Ontario will take place on **Wednesday, November 10, 2021 at 4:30 p.m.** at the Arcadian Loft, 401 Bay Street, Simpson Tower, 8th Floor, in downtown Toronto and will also be available virtually. A voting information link will be sent out to all registered insurance brokers in mid-October. All registrants are eligible to attend and to vote on matters properly brought before the meeting.

REMINDER! HAVE YOU RENEWED YOUR RIBO LICENSE?

RIBO's renewal portal opened on **July 5th, 2021**. If you haven't renewed your RIBO license for the 2021/22 renewal season, be advised that the deadline is **August 31, 2021**. Currently, all individual brokers and firms are advised to renew their licenses on the RIBO portal. For assistance in completing the form see our new [online form](#) tutorial page .



PLACING THE BEST COVERAGE

RIBO reminds all brokers of their responsibility to abide by the principle of Product Suitability. Suitability depends on the needs, facts and expectations of the client. [\[Read More\]](#)

DIGITAL LICENSING:

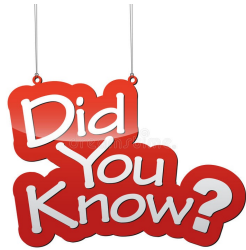
- RIBO has streamlined the new license application process.
- License applicants can register themselves directly through our new [online application](#)
- If you require any assistance or would like to provide feedback on the new process, please email your questions to licensing@ribo.com.
- Review the [tutorial](#) on how brokerages can pay for their applicant's licenses via credit card.

REGISTERING FOR RIBO EXAMS:

- RIBO has partnered with the Insurance Institute of Ontario and the Insurance Brokers Association of Ontario to improve the exam administration process.
- Visit our [website](#) to learn more.

EQUIVALENCY:

- RIBO has improved the equivalency approval process by creating a guide to allow interested candidates to identify which exam they should write to qualify for a RIBO license. The guide can be found here: <https://www.ribo.com/equivalency/>
- If you require assistance or if you have questions, you can email equivalency@ribo.com for assistance.



THREE OF THE MOST COMMON COMPLAINTS RECEIVED BY RIBO ARE...

- 1. Misquotes by brokers** - consumers should have a complete understanding of the reason for the misquote, and the broker may consider confirming in writing why the misquote to avoid a complaint being lodged at RIBO.
- 2. Non-payment issues** - consumers advise that their broker did not inform them of the pending cancellation for non-payment and that only the insurance company informed them. A broker may consider contacting clients by all means of communication when a policy is set for cancellation of non-payment.
- 3. Service issues** - when there appears to be a delay in a policy change or request, it is not always the delay by the broker, it may be a delay by the insurance company. Remaining in contact with the consumer and acknowledging the delay will assist in avoiding a complaint to be filed.

You may also be interested in:

CONTINUING EDUCATION COURSES: For a list of recently approved CE courses, [\[Click Here\]](#)

DECISIONS OF THE DISCIPLINE COMMITTEE: For a list of current Decisions of the Discipline Committee, [\[Click Here\]](#)

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