

RIBO Bulletin

FALL 2020 • VOLUME 49 • NO. 165

INSIDE THIS ISSUE

NOTICE: There are no Decisions of the Discipline Committee for publication in this bulletin.

- 1 President's Message
- 2 Qualification & Registration Committee Report
- 2 Election Reminder
- 2 Hiring? Include RIBO in Your Due Diligence
- 3 GOING VIRTUAL: RIBO Annual General Meeting
- 3 Additions & Deletions
- 4 Staff Directory

DISCLAIMER: This publication includes information which is designed to heighten awareness of and minimize the risk of non-compliance with RIBO and other legislative requirements. The material presented does not establish, report or create the standard of care for brokers nor is the material a complete analysis of any of the topics covered. Readers should conduct their own due diligence, including where appropriate, seeking legal counsel with respect to their specific responsibilities.



Peter Blodgett
President

Clients of Ontario's insurance brokers benefit greatly from the existence of RIBO's Code of Conduct. It establishes a professional framework within which brokers operate. For example, the Code includes requirements to act with competence and integrity.

The Code requires real or potential conflicts of interest must be disclosed to the client. For this column, however, I want to focus on another requirement found in the Code, the duty to preserve client confidentiality.

The specific words of the Code are as follows:

14(5) A MEMBER SHALL HOLD IN STRICT CONFIDENCE ALL INFORMATION ACQUIRED IN THE COURSE OF THE PROFESSIONAL RELATIONSHIP CONCERNING THE BUSINESS AND AFFAIRS OF THE MEMBER'S CLIENT, AND THE MEMBER SHALL NOT DIVULGE ANY SUCH INFORMATION UNLESS AUTHORIZED BY THE CLIENT TO DO SO, REQUIRED BY LAW TO DO SO OR REQUIRED TO DO SO IN CONDUCTING NEGOTIATIONS WITH UNDERWRITERS OR INSURERS ON BEHALF OF THE CLIENT.

I want to emphasize the phrase "all information acquired in the course of the professional relationship". The digital world, and superficially digital commerce, places a high value on client information. Brokers are often under pressure from business partners to share information received from their clients. That information can be used for a variety of purposes, including targeted marketing efforts.

It is important to remember that customer data received by brokers does not belong to the brokers but to their clients who provide it. It

must be safeguarded within the brokerage. Without specific consent of their clients, that information is not the broker's to share. While some information must be shared in order to identify and place coverage, efforts by third parties to gather this information must be resisted. The Code of Conduct Handbook, in discussing this requirement, states:

"clients must feel completely secure that, without any express stipulation or request, matters disclosed to you will be held completely confidential by you and your staff, and that any such information will only be revealed to others without the client's consent if it is legally necessary, or in the course of negotiating with underwriters".

If there is any doubt about what may and may not be shared, RIBO staff would be happy to provide guidance.

Before I close, The Code of Conduct Handbook provides discussion and guidance on each section of the Code. All brokers, from those recently licensed to long serving Principal Brokers, would benefit from an occasional review of this document. As importantly, it is a living document and is updated when significant new issues arise. Your questions and comments about the Code may well find their way into the Handbook where they will be of benefit to all brokers and, by extension, to our clients.



QUALIFICATION & REGISTRATION COMMITTEE REPORT



Katie Mellor
Chair

The start of Fall brings us into a new licensing year. Hopefully, everyone has already completed their 2020/21 renewal and payment.

If you have not already done so, please be sure to download and print your licenses by signing into RIBO Membership system.

The past three months have presented RIBO with many challenges and obstacles. With that being said, we will continue to provide the public and our members ongoing support and guidance while we continue to navigate these unprecedented times. We are continuing to provide online examinations and some in class examinations through IBAO.

During the last three months we have reviewed 29 requests for secondary business exemptions. The exemption breakdown was as follows:

1 individual was granted exemptions to sell financial products and 28 individuals were granted other secondary business exemptions.

Please be sure to stay safe and healthy and continue to practise social distancing guidelines.



ELECTION REMINDER

Monday, November 2, 2020 is Election Day. Every member in good standing is entitled to vote for up to three candidates. An email to the preferred email address on file will be sent to members in early October with candidate and voting information.

All ballots must be filed with RIBO by 4:00 p.m. on November 2, 2020.

PLEASE ENSURE YOU EXERCISE YOUR RIGHT TO VOTE!




HIRING? INCLUDE RIBO IN YOUR DUE DILIGENCE

RIBO recently identified an individual holding themselves out as a registered insurance broker in Ontario, when in fact they are not so registered.

In particular, an individual used the valid registration number of a person with the same name in order to obtain employment with an Ontario registered broker. That person held themselves out as though they were in fact a RIBO licensee by providing the stolen registration number to their employer.

Brokers are reminded to be diligent in their background checks when hiring new staff and take the extra steps necessary to make certain they have fully checked into that applicant's background and history. It is always a better practice to obtain the express consent from prospective hires to contact RIBO for any relevant information we may have about the prospective hire.

GOING **VIRTUAL** RIBO ANNUAL GENERAL MEETING



RIBO's 39th Annual General Meeting will be simplified this year and is going on-line.

Join us on **Thursday, November 5, 2020 at 1:30 p.m.** via ZOOM video conference.

A link to pre-registration will be provided to all members at a later date.

In early October a formal notice of meeting, proxy form and candidate bios will be available online to each registrant in good standing.



ADDITIONS & DELETIONS

To check the current registration status of a firm, please visit the RIBO website and click on **Broker/Brokerage Search**.

COUNCIL DIRECTORY

Immediate Past President

Scott Bell

AP Insurance Brokers Inc.
1423 Upper Ottawa Street,
Unit 11
Hamilton, ON L8W 3J6
Tel: (905) 389-2822
Fax: (905) 389-5819
scottb@apont.ca

President

Peter Blodgett

Darling Insurance & Realty Ltd.
193 Aylmer Street
P.O. Box 385
Peterborough, ON K9J 6Z3
Tel: (705) 742-4245, ext. 226
pblodgett@darlinginsurance.net

Vice-President

Katie Mellor

Chris Mellor Insurance Brokers Ltd.
303-1315 Lawrence Avenue East
Toronto, ON M3A 3R3
Tel: (416) 444-4405
katie@cmis.ca

Treasurer

Hugh Fardy

Arthur J. Gallagher Canada Limited
120 South Tower Centre Blvd.
Markham, ON L6G 1C3
Tel: (905) 752-8734, ext. 8734
Hugh_Fardy@ajg.com

Secretary

Cathy York-Sloan

Josslin Insurance Brokers Limited
118 Peel Street
New Hamburg, ON N3A 1E3
Tel: (613) 451-2904
yorksloan@icloud.com

ELECTED MEMBERS

Jack Lee

BFL CANADA Risk and Insurance
Services Inc.
181 University Avenue,
Suite 1700
Toronto, ON M5H 3M7
Tel: (416) 599-5530
Fax: (416) 599-5458
jlee@bflcanada.ca

Rose Cavaliere

Dawson & Keenan Insurance Ltd.
432 Great Northern Road
Suite 201
Sault Ste. Marie, ON P6B 4Z9
Tel: (705) 256-4086
rose@dawsonkeenanan.com

George Longo

Towerhill Insurance Underwriters Inc.
o/a Excess Underwriting
7100 Woodbine Avenue
Suite 320
Markham, ON L3R 5J2
Tel: (905) 479-8787
glongo@towerhillinsurance.ca

Royle Leung

BrokerTeam Insurance Solutions Inc.
1550 16th Avenue, Building F,
Unit 100
Richmond Hill, ON L4B 3K9
Tel: (905) 770-8828
Fax: (905) 770-8851
royle.leung@brokerteam.ca

PUBLIC MEMBERS

Christina Lee-Rotstein

Karol Pawlina

Hadi Saleh

Teresa Rivero

P.O. Box 45
401 Bay Street, Suite 1200
Toronto, ON M5H 2Y4
Tel: (416) 365-1900
Fax: (416) 365-7664

STAFF DIRECTORY

Chief Executive Officer

Patrick Ballantyne
patrick@ribo.com

Executive Assistant

Lise Clements
lise@ribo.com

Receptionist

Vera Raposo
vera@ribo.com

Sheron Fraser
sheron@ribo.com

Administration & Finance

Director

Winston Koo
winston@ribo.com

System Administrator

Gustavo Blandon
gustavo@ribo.com

Registration/Data Entry

Valrie Bailey
valrie@ribo.com

Irene Chung
irene@ribo.com

Christopher Thorn
christopher@ribo.com

Accounting

Erica Lo
erica@ribo.com

Communications

Communications Coordinator

Lise Clements
lise@ribo.com

Complaints & Investigations

Director

Tim Goff
tim@ribo.com

Complaints Officer

Barbara Dalglish-Reid
barbara@ribo.com

Senior Investigators

Crystal Skyvington
crystal@ribo.com

Arthur Kosikowski
arthur@ribo.com

Michael Buck
michael@ribo.com

Investigator

Jorge Guzman
jorge@ribo.com

Legal & Administrative Coordinator

Angela Daley
angela@ribo.com

Compliance Coordinator

Diana Campoli
diana@ribo.com

Senior Examiners

Debbie Lee
debbie@ribo.com

Wendy Wu
wendy@ribo.com

Corporation Legal Services

General Counsel

John Goldsmith
john@ribo.com

Legal Assistant

Angela Daley
angela@ribo.com

Qualification & Registration

Acting Director

Winston Koo
winston@ribo.com

Licensing Coordinator

Tracy Cullen
tracy@ribo.com

Examination Coordinator

Laurie Reynolds
laurie@ribo.com

Administrative Assistant

Calvin Chan
calvin@ribo.com

Administrative Coordinator

Vivelyn Chiem
vivelyn@ribo.com

RIBO Office: (416) 365-1900 or 1-800-265-3097 Fax: (416) 365-7664

P.O. Box 45, 401 Bay Street, Suite 1200, Simpson Tower, Toronto, ON M5H 2Y4

PLEASE VISIT OUR WEBSITE AT WWW.RIBO.COM

RIBO is the self-regulatory body for general insurance brokers in Ontario.

REGISTERED INSURANCE BROKERS OF ONTARIO