

BULLETIN



INSURANCE COUNCIL
of British Columbia

300 - 1040 W. GEORGIA STREET, P.O. BOX 7, VANCOUVER, B.C. V6E 4H1

APRIL 2003

NEW REQUIREMENT FOR APPLICANTS TO SUBMIT A CRIMINAL RECORD CHECK WITH CERTAIN LICENCE APPLICATION FORMS EFFECTIVE JUNE 1, 2003

As part of Council's licence application review process, criminal record checks are conducted on all general, life and adjuster "first licence applications" and randomly on other forms of applications. Council's cost of obtaining criminal record checks is in excess of \$20,000 per annum.

Many applicants fail to completely and accurately disclose their criminal records on the licence application. Council is then required to investigate the discrepancy between information disclosed on the licence application and that provided by the criminal record check.

In an effort to reduce costs and eliminate the need to conduct criminal non-disclosure investigations, applicants will be required to submit, as part of their first licence application, verification of their criminal record. This policy becomes effective for any licence application received in Council's office on or after June 1, 2003.

The requirement to provide a criminal record check does not apply to individuals submitting Restricted Vehicle Warranty or Restricted Travel Agent licence applications; nor does it apply to anyone submitting renewal or transfer applications.

The requirement to provide a criminal record check applies only to individuals applying for a general insurance, life insurance or adjuster licence where:

1. the person has never held a licence with Council;

OR

2. the person has not held a general insurance, life insurance or adjuster licence with Council within the past 5 years.

Different jurisdictions have differing rules regarding the request for and submission of criminal record checks. Applicants should contact their local police or RCMP detachment for details in their home jurisdiction. Any cost associated with this request is the responsibility of the applicant.

- For police agencies that provide the completed report directly to the applicant, it is to be submitted to Council with the First Application for Licence form.
- For police agencies that will only forward the completed report directly to Council, the applicant must include with the First Application for Licence form a note confirming that the report is being forwarded directly, the date it was requested and the police agency and detachment it was requested from.

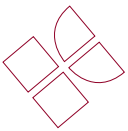
Further information on the requirement to submit a Criminal Record Check is available through Council's Fax-on-Demand system by calling our main number and requesting Document number 90.

Unless otherwise qualified in this Bulletin, read:

"Council" as Insurance Council of British Columbia

"Act" as *Financial Institutions Act*

"FICom" as Financial Institutions Commission



NEW VOTING MEMBERS APPOINTED TO COUNCIL

On December 13, 2002, the Minister of Finance appointed a new life company representative, Rita Ager, as a voting member of Council. Rita is the Business Development Manager with the Pacific Region of Standard Life Insurance Company of Canada. She has 17 years' experience in the insurance industry, with a wide range of experience in individual life insurance, investment products and employee benefits. Rita is committed to the insurance industry, having earned the following designations: Certified Financial Planner, Chartered Life Underwriter and Registered Health Underwriter.

Rita replaces Larry Terrace who served as both a voting and non-voting Council member. Larry was unable to be re-appointed to Council due to a career change, which made him ineligible for his Council position as a life company representative. Larry's contributions were significant and his efforts were greatly appreciated.

On February 27, 2003, the Minister of Finance appointed a new layperson representative, E. Dave Pedley, as a voting member of Council. Dave comes to Council filling one of two layperson positions. Dave had a successful career with the Revenue Canada. He is a seasoned administrator with an extensive background in finance and administration at a senior management level.

Dave replaces previous layperson David Didluck, whose term expired on December 31, 2002. David served on Council for two and one-half years and was unable to extend his term on Council due to business commitments.

The appointments of Rita and Dave represent a valuable addition to Council and their knowledge and expertise are welcomed.

COUNCIL'S LICENSING HANDBOOK

Council has recently revised its Licensing Handbook and forwarded a copy to each agency and firm licensed in BC. The Handbook was redesigned to consolidate a variety of information licensees should be familiar with, in an easily accessible format. This includes information on all types and levels of licences and a copy of the Code of Conduct. It is the Nominee's responsibility to ensure that all licensees within the agency or firm are notified of the new Handbook.

New licensees will receive a copy of the Handbook with their licence certificate. Anyone wishing a copy may purchase either a hard copy or the mini CD version by submitting a written request, including payment of \$20 to Council's office. Copies may also be purchased directly at Council's office.

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For additional copies of the Bulletin, request document #61 from our Fax-on-Demand system.



AMENDMENTS TO THE INSURANCE LICENSING REGULATION

Effective March 28, 2003 amendments have been made to the Insurance Licensing Regulation. The changes, which are printed below, relate to life insurance agent licensing.

The following are the amendments made to the Insurance Licensing Regulation:

1 Section 1 of the Insurance Licensing Regulation, B.C. Reg. 329/90, is amended by adding the following definitions:

“licence qualification examination” means the examination set by the program and includes an examination with similar standards and requirements that is set by the council;

“life insurance agent’s licence” means a life insurance agent’s licence for which a person is qualified under sections 3 (2) or (3) or 4;

“program” means the Life Licence Qualification Program developed by the Canadian Insurance Services Regulatory Organization;.

2 Section 2 (1) is amended

(a) *in paragraph (c) by adding “, until December 31, 2004”,*

(b) *in paragraph (d) by adding “, until December 31, 2004”, and*

(c) *by adding the following paragraph:*
(d.1) life insurance agent’s licence;

3 Section 3 is amended by repealing subsections (2) and (3) and substituting the following:

(2) An applicant is qualified for a life insurance agent’s licence if

- (a) at any time during the 12 months immediately preceding the date of application, the applicant has
 - (i) successfully completed the program, and
 - (ii) passed the licence qualification examination,
- (b) the applicant has not completed the requirements in paragraph (a) but is otherwise qualified for a life insurance agent’s licence because of the applicant’s experience, education, or both, or

(c) 2 years or less have elapsed since the applicant last held a life insurance agent’s licence or a life insurance agent’s (level 2) licence.

(3) Despite subsection (2), a person who held or was determined by the council to be eligible for a life insurance agent’s (level 1) licence before the date of deposit this regulation, is qualified for a life insurance agent’s licence until December 31, 2004.

(4) An applicant who held or was determined by the council to be eligible for a life insurance agent’s (level 1) licence before the date of deposit of this regulation, is qualified for a life insurance agent’s licence after December 31, 2004 only if the applicant has

(a) spent at least 2 consecutive years of the 4 years preceding the application as a life insurance agent and has successfully completed either

(i) the Insurance and Financial Advisors Training Course offered by the Financial Advisors Association of Canada (Advocis), or

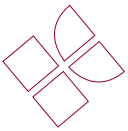
(ii) the qualification examinations set by the council for a life insurance agent’s (level 2) licence,

(b) completed the requirements of subsection (2) (a), or

(c) the applicant has not completed the requirements in paragraph (a) or (b) but is otherwise qualified for a life insurance agent’s licence because of the applicant’s experience, education, or both.

4 Section 9 is repealed.

If you wish to obtain a copy of the Insurance Licensing Regulation contact Crown Publications Inc. at: www.crownpub.bc.ca; telephone number: 250-386-4636; or fax number 250-386-0221.



SUPERVISION OF RESTRICTED LIFE INSURANCE AGENTS

Effective January 1, 2003, anyone wishing to obtain a life agent's licence for the first time or former licensees who have been unlicensed for more than 2 years must qualify for a licence under the Life Licensing Qualifying Program ("LLQP"). There are two options for completing the LLQP. The type of licence issued is dependent on which one of the following LLQP options is completed:

1 - An individual may take a portion of the LLQP program, known as Part A. After successfully completing both Part A of the LLQP course and Council's LLQP (Part A) qualification examination, an individual is qualified to apply for a life agent's licence issued subject to the following conditions:

- i) The Licensee must enroll in the LLQP Part B course within 180 days of the effective date of the licence;
- ii) The Licensee must successfully complete the LLQP Part B course and examination within 2 years of the effective date of the licence;
- iii) The Licensee must be under the direct supervision of a life insurance agent* approved by the Council until such time as the Licensee successfully completes the licence condition described in number (ii) above; and,
- iv) The licence is immediately and automatically suspended where the licensee ceases to meet any of the above licence conditions.

* Effective January 21, 2003 a qualified supervisor is defined as a life insurance agent who has been licensed as a level 2 for a minimum of 2 of the last 3 years.

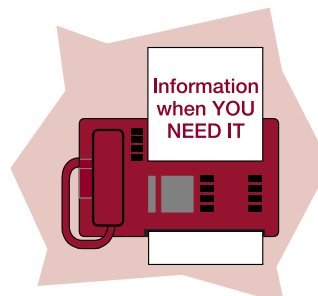
2 - An individual may complete the full LLQP program. Successful completion of both the full LLQP course and Council's LLQP (Full) qualification examination, qualifies an individual to apply for a life agent's licence.

Further details regarding the LLQP and related changes can be obtained from Council's Fax-on-Demand system by calling our main number and requesting Document numbers 83, 84, 85, and 87. Once you have reviewed all available material, should you have any questions, please call our Licensing Department for further assistance.

LLQP COURSE PROVIDERS AND EXAMINATION REGISTRATION INFORMATION

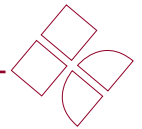
Information regarding LLQP course providers is available by accessing Council's Fax-On-Demand system and requesting either Document 83 or 84. These documents are updated as Council receives new information.

Information relating to exam registration is available by requesting Document 21 for Vancouver sittings or Document 22 for examinations held outside of Vancouver.



FAX-ON-DEMAND

Keep an eye out for Fax-on-Demand document numbers. You can easily access these documents as well as application forms, licensing requirements and Notices whenever you need, by calling our main telephone number and following instructions. For a complete list of documents available, request Document number 1.



PRACTICE ISSUE

IMPORTANT REMINDER TO GENERAL INSURANCE AGENTS, SALESPERSONS AND NOMINEES

A number of situations have come to Council's attention where general insurance agents and salespersons have improperly used the Insurance Corporation of British Columbia's ("ICBC") computer system. Some examples of this include:

- incorrectly rating their own vehicle or the vehicle of another person to avoid AirCare, debt or premium surcharges;
- false declaration of the principal operator and/or territory;
- backdating an insurance transaction; and,
- accessing confidential client information for purposes other than an insurance transaction.

Licenseses are afforded access to ICBC's computer system for valid ICBC business purposes only. Access is governed by the terms of the insurance agency's agreement with ICBC and the *Freedom of Information and Protection of Privacy Act*. This is explicitly stated on the computer terminal screen when logging in. For more information on the terms of use of ICBC's computer system, please refer to volume 1, section 1.1, page 3 of ICBC's Agency Guide under the heading Code of Ethics.

Council considers any misuse of a licensee's position for personal gain or benefit to be a breach of trust, which can lead to disciplinary action. Disciplinary action can include the suspension or cancellation of an individual's insurance licence.

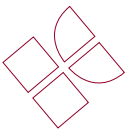
Council expects licensees to conduct business in such a way as to avoid a conflict of interest. Licensees should strive to avoid processing any transaction in which they may be viewed as having a direct interest. In particular, licensees should not process their own insurance coverage, vehicle registrations or similar transactions.

Nominees ultimately bear responsibility for the insurance practice and business conduct of the agency and its employees. Nominees are expected to ensure appropriate training and procedural safeguards are in place to protect client confidentiality and ensure employees are cognizant of the appropriate manner for accessing and using ICBC's computer system.

It is important to understand that although this article has focused on the use of ICBC's computer system and information, the principles apply to all facets of a licensee's business conduct. Regardless of the insurance company involved or the information being accessed, licensees must conduct themselves in good faith and make proper use of information available to them in their position.

Council's Code of Conduct, which is included in its new Handbook, provides further relevant information, and all licensees are strongly encouraged to read the Code of Conduct periodically to ensure compliance. Should you have any questions, please call our Compliance Department for further assistance.

Articles in this Bulletin are designed to provide licensees with concise information for use in their day-to-day business activities in a non-technical way. It is not intended to replace or provide legal advice or be a legal explanation of the Act or its regulations. It is the responsibility of all licensees to ensure their practices and procedures are within the requirements of the Act and its regulations.



IT IS IMPORTANT TO PLAN AHEAD FOR CONTINUING EDUCATION

Council continues to receive numerous inquiries on continuing education, often close to a licensee's renewal date, when time is limited to make the renewal deadline and the licensee is scrambling to meet the deadline. Additionally, licensees continue to record incomplete or inaccurate continuing education information on renewal applications.

These issues delay the processing of renewal applications and could result in an interruption of licensing. It is important for all licensees to plan ahead and read the material provided in Council's new Licensee Handbook on their specific continuing education program. Information may also be obtained through the Fax-on-Demand system by calling our main number and requesting Document number 74 for life insurance, Document number 50 for general insurance and Document number 50 for adjusters. These documents contain detailed information regarding: the number and type of credits each licensee requires; how to calculate the available credits for any course or seminar attended; and, what details are required on proof of attendance records.

Some important reminders that apply to all continuing education programs:

- a maximum of 50 percent of required continuing education credit hours may be carried over from one licence period to the next (Some additional restrictions apply to general insurance and adjuster licensees.);
- stand-alone reading does not qualify for continuing education;
- courses that qualify for general insurance continuing education usually do not qualify for life insurance continuing education and vice-versa;

- meetings, seminars or presentations to existing clients or to potential clients do not qualify for continuing education credits; and,
- courses you do not have proof of attendance or completion for, do not qualify for continuing education credits.

These reminders reflect only some of the key points in managing your continuing education. It is strongly suggested that all licensees read their new Licensee Handbooks or request the Fax-on Demand documents mentioned above to avoid any difficulties at time of licence renewal.

In order to expedite the processing of renewal applications:

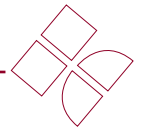
- include on your renewal application only the number of continuing education hours required to meet your renewal requirement and the 50 percent allowable carry-over credits;
- record the full name of the course (not code numbers), the full date of completion (D/M/Y) and the exact number of hours for each course; and,
- ensure you have proof of attendance or completion for the courses you have recorded on your renewal application and remember to note that you have proof in the appropriate space on the renewal application.

Once you have reviewed all available material, should you have any questions, please call our Licensing Department for further assistance.

SCOTT WALLACE EARNS SILVER MEDAL/MALCOLM C. SIMPSON MEMORIAL AWARD

Council is pleased to announce that Scott Wallace, Manager, Compliance Department, completed the Chartered Insurance Professional (CIP) program in April 2002 and was selected to receive the Silver Medal and accompanying Malcolm C. Simpson Memorial Award in recognition of his superior performance. Scott began his career with Council as a Compliance Officer in August 1992 and has been Manager, Compliance Department since March 1999.

Congratulations to Scott for his hard work and commitment to improving his knowledge and understanding of the insurance industry.



COUNCIL DECISIONS: GENERAL INSURANCE

CONVICTIONS

Janis Lorraine Naylor

("Licensee")

Dawson Creek, BC

(Former Level 3 General Insurance Agent)

On October 30, 2002, the Licensee plead guilty to 1 count each of theft over \$5,000 and fraud over \$5,000 and was sentenced as follows:

- incarceration of 2 years less a day to be served on the Electronic Monitoring Program with conditions;
- must not have signing authority of any financial accounts, except for personal bank accounts;
- must seek and maintain employment, and must advise her employer of the terms of this Conditional Sentence and the restraints it places her under; and,
- must pay restitution in the amount of \$76,145, to the insurance companies involved in covering the loss in this matter.

MATERIAL MISSTATEMENTS

Sammy Daniel

("Licensee")

Mississauga, ON

(Level 1 General Insurance Salesperson)

Council determined the Licensee made a material misstatement on his application for an insurance licence and ordered the Licensee:

- be fined \$200; and,
- be assessed the costs of Council's investigation.

Council found the Licensee knew, or ought to have known had he exercised reasonable diligence, that the information he provided on his application was not true.

REPRIMANDS

Jardine Lloyd Thompson Canada Inc.

("Licensee")

Vancouver, BC

(General Insurance Corporate Agency)

Council determined the Licensee failed to act in accordance with the usual practice of the business of insurance and ordered the Licensee:

- be reprimanded; and,
- be assessed the costs of Council's investigation.

In this matter, the Licensee requested or allowed the cancellation of a client's insurance policy for non-payment of premium, even though the premium had been paid, in order to apply the pro-rated return of premium against an outstanding debt owed by the client.

Directing an insurer to cancel a client's insurance coverage for non-payment of premium when the premium has been paid is improper. In addition to potentially causing undue prejudice to the client, such action may cause an insurer to contravene applicable policy conditions or statutory requirements, since, depending on the conditions and the particular jurisdiction, cancellation of a policy must be carried out in a set fashion and an insurer may be obligated to return any unearned premium to the client with notice of cancellation.

Robert Angus Whitlock

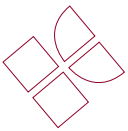
("Licensee")

Trail, BC

(Level 3 General Insurance Nominee)

Council determined the Licensee failed to act in a competent manner and in accordance with the usual practice of the business of insurance and ordered the Licensee:

- be reprimanded;
- be fined \$500;
- attend an errors and omissions seminar



within 12 months of Council's decision becoming final; and,

- be assessed the costs of Council's investigation.

Council found the Licensee:

- failed to disclose to clients, either verbally or in writing, policy fees charged by the Agency;
- obscured, or allowed to be obscured, the premium shown on the declaration page of policy; and,
- failed to provide disclosure statements to clients as required by section 90 of the Act.

Council did not identify any evidence of bad faith on the part of the Licensee, but concluded that the Licensee's lack of recent formal training may have contributed to the issues arising in this case.

SUSPENSIONS

Gary Donald Barnes

("Licensee")

Victoria, BC

(Level 2 General Insurance Agent)

Council imposed the following licence conditions in November 2001 after the Licensee was charged with 2 counts of fraud under \$5,000 and 2 counts of theft under \$5,000 in relation to his conduct as an insurance agent:

- the Licensee is prohibited from accepting any funds from the public in connection with his activities as a general insurance agent;
- the Licensee must disclose to his existing employer, and any future employers upon transferring his licence, these licence conditions and the circumstances leading to Council's investigation; and,
- the Licensee must be under the direct supervision of a "named" nominee of the agency.

On July 4, 2002 the Licensee was convicted of 2 counts of theft under \$5,000 for misappropriating \$600. He was ordered to pay a \$2,000 fine and to make restitution to his former employer.

The conviction arose after it was established that the Licensee had collected the full cash payment of \$2,504 from a client for its 2000 insurance premium but submitted receipts to his agency indicating the client had only paid \$1,904 – a shortfall of \$600.

The Licensee admitted producing 2 receipts showing he had collected less money from the client than he actually had and that he kept the difference of \$600. However, the Licensee denied this conduct amounted to theft and/or fraud, arguing he produced the false receipts and kept the \$600 with the knowledge and consent of his employer.

Council subsequently reviewed the issue of the Licensee's suitability and fitness to hold an insurance licence and in particular, whether he constituted a continuing risk to the public.

Council determined the Licensee did not pose an ongoing risk to the public and with conditions, it would not be contrary to the public's interest to permit him to retain his insurance licence. Council based its decision on the following factors:

- the Licensee has been licensed in good standing since 1989;
- the Licensee's conduct was out of character and inconsistent with his lifestyle;
- the Licensee's conduct appears to be limited to this one occurrence;
- the Licensee has worked under the licence conditions imposed by Council since November 2001 without problem;
- the Licensee submitted numerous character references from well respected and experienced insurance industry representatives and members of the community;
- the Licensee's current employer continues to support the ongoing employment of the Licensee under the conditions previously imposed by Council; and,



- the Licensee’s current employer is a large insurance brokerage with demonstrated financial procedures and policies.

- be suspended for a period of 2 weeks; and,
- be assessed the costs of Council’s investigation.

Notwithstanding the above, the Licensee’s conduct in producing and submitting false receipts to his former insurance employer was serious and could have prejudiced the interests of his former employer and the insured, if proper receipts had not been issued by the Licensee to reflect that the insured had paid the full insurance premium.

The Licensee used his position as an insurance agent to avoid a legislated requirement for personal benefit. In particular, he improperly rated his own and his wife’s vehicles to avoid AirCare. In addition to the action imposed by Council, the Licensee paid the AirCare fees that would have been charged and forfeited the commission paid to the Licensee’s agency for the transactions.

Accordingly, Council found the Licensee did not handle the transaction in a competent, trustworthy, and financially reliable manner, in good faith and in accordance with the usual practice of the business of insurance, and ordered the Licensee:

Harjinder Singh Gill
 (“Licensee”)
 Surrey, BC
 (Level 3 General Insurance Nominee)

- be suspended for a period of 6 weeks;
- as a condition of his licence:
 - i) be under the direct supervision of a “named” level 3 general insurance agent approved by Council;
 - ii) be prohibited from accepting any funds from the public in connection with his activities as a general insurance agent;
 - iii) obtain prior approval from Council before a licence application will be considered if he seeks employment with any other insurance agency; and,
 - iv) disclose these licence conditions and the circumstances leading to his criminal conviction for theft under \$5,000 if he seeks employment with any other insurance agency; and,
- be assessed the costs of Council’s investigation.

Council determined the Licensee failed to act in good faith, in a trustworthy manner and in accordance with the usual practice of the business of insurance, and ordered the Licensee:

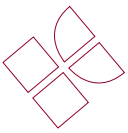
- be suspended for 3 months;
- have his Level 3 general insurance agent’s licence amended to a Level 2 general insurance agent’s licence for a minimum of 2 years; and,
- be assessed the costs of Council’s investigation.

Harjinder Singh Deol
 (“Licensee”)
 Mission, BC
 (Level 1 Grandfathered General Insurance Salesperson)

In 1996 the Licensee backdated a client’s automobile insurance at the client’s request and subsequently lied to an ICBC adjuster about when and how the transaction was processed. The Licensee later admitted to backdating the insurance and providing a false statement when questioned about it again in 2002.

Council determined the Licensee failed to act in a trustworthy manner and in accordance with the usual practice of the business of insurance, and ordered the Licensee:

The Licensee also used his position as an insurance agent for personal benefit. In particular, he improperly rated his own vehicle to avoid AirCare. In addition to the action imposed by Council, the Licensee paid the AirCare fees that would have been charged and forfeited the commission paid to the Licensee’s agency for the transactions.



SUITABILITY

(“Licensee”)

Kamloops, BC

(Level 1 General Insurance Salesperson)

On his 2002 renewal application, the Licensee disclosed he had been convicted a year earlier of fraud under \$5,000. Based on Council’s policies, a conviction for fraud is a relevant offence, as it applies to an individual’s suitability. A review of the matter resulted in the Licensee’s renewal application being denied.

At a hearing, Council considered the circumstances and actions of the Licensee, noting his age at the time of the offence and the fact he had been licensed for 10 years without a complaint. In addition, they took into account the incident was non-insurance related, the monies had been repaid and all other requirements of his conviction had been addressed with the Court having recently ended the probation period approximately four months earlier than originally set.

While not wanting to take away from the seriousness of the conviction, Council noted the Licensee was requesting only a Level 1 salesperson licence, which carries significant restrictions. Council concluded the Licensee did not represent a significant risk to the public and, as he wanted a Level 1 salesperson licence, believed there were adequate provisions in place for an agency to monitor his activities.

Council agreed the Licensee could apply for a Level 1 salesperson licence on the condition he advise his employer, in advance, of his existing conviction and the reasons for it. If the Licensee decides to seek a general insurance agent’s licence, Council will first have to consider whether his conviction for fraud makes him suitable to hold the licence.

COUNCIL DECISIONS: ADJUSTER

REPRIMANDS

James Douglas Smart

(“Licensee”)

Richmond, BC

(Level 3 Adjuster Nominee)

Council determined the Licensee failed to act in accordance with the usual practice of the business of insurance and ordered the Licensee:

- be reprimanded; and,
- be assessed the costs of Council’s investigation.

Council found the Licensee, who was retained by an insured to represent them in a property damage claim, did not identify a provision in the insured’s property insurance policy which required them to repair or replace the damaged property within 180 days from the date of the loss in order to receive replacement cost.

An insurance adjuster has a duty to fully and promptly inform an insured of material information regarding policy coverage, limitation periods and the insured’s rights and obligations in the claims process.

COUNCIL DECISIONS: LIFE INSURANCE

CONTINUING EDUCATION AUDIT

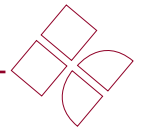
Michael Anthony Gatto

(“Licensee”)

Coquitlam, BC

(Level 1 Life Insurance Agent)

An audit of the Licensee’s continuing education credits revealed a material misstatement on his 2002 licence renewal application. Council found he was in breach of a licence condition by having only 58 of the required 60 hours of qualified education, and ordered the Licensee:



- be fined \$1,000 for a material misstatement.

The Licensee stated he had enrolled in an on-line course but had not been aware he had to complete the tutorial exam for the course to qualify for education credits. Council determined the Licensee failed to demonstrate he was ever enrolled in the on-line course and determined he knowingly made a material misstatement on his application by claiming continuing education credits for a course he did not take. As the Licensee subsequently earned the required credits, no further action regarding his licence was deemed necessary.

LICENCE CONDITIONS

(“Licensee”)

Pemberton, BC

(Level 1 Life Insurance Agent)

The Licensee disclosed on her first application for life insurance that she had a criminal conviction for forgery. As it was considered a relevant, indictable offence, her suitability to hold a licence was brought

into question. Council reviewed the circumstances leading up to the conviction and took into account the Licensee’s conduct since the conviction almost 5 years ago. Council agreed to grant a Level 1 life insurance licence with the following conditions:

- i) the Licensee be under the direct supervision of a named Level 2 life insurance agent for a period of 2 years, or until she upgrades to a Level 2 life insurance agent’s licence, whichever is longer; and,
- ii) should the Licensee elect to change her supervising Level 2 life insurance agent, she must first advise that individual of her criminal conviction, until either a pardon is obtained or condition (i) is removed.

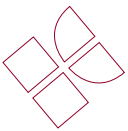


CAUTION

Warning: *The use of any information in this Bulletin to discredit another licensee, or any other person, is not permitted and may result in disciplinary action against a licensee using the information in such a manner.*

PASS IT ON

When you are finished reading this issue, put it up on your office notice board or circulate it among your office colleagues.



VOTING COUNCIL MEMBERS

Rita Ager, CFP, CLU, RHU
Jan Biggs, CIP
Giovanni Bitelli, CFP
David Brenner
JoAnne Chase, AIC
Doreen Gregson, CLU, Ch.F.C., CFP
Garth Holfeld
Deborah O'Leary, LLB
E. Dave Pedley
Harry Tubbs, CFP, CLU, Ch.F.C., RHU
Gloria Vannan, FCIP

Life Company
General Company
Life Company
General Company
General Agent
Life Agent
Adjuster
Layperson
Layperson
Life Agent
General Agent

COUNCIL EXECUTIVE

Doreen Gregson, CLU, Ch.F.C., CFP
Giovanni Bitelli, CFP
Harry Tubbs, CFP, CLU, Ch.F.C., RHU

Chairperson
Vice-Chairperson
Past-Chairperson

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Susan Dziubenko Executive Assistant 326

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Brenda Glenn Examinations Coordinator 304
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Christine Best Switchboard Operator 300

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