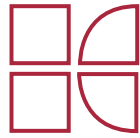


BULLETIN



INSURANCE COUNCIL
of British Columbia

COUNCIL
DECISIONS

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

MAY 2002

Council Decisions: General Insurance

CONVICTIONS

Nicole Rookes
("Former Licensee")
Campbell River, B.C.
(Former Level 2 General Insurance Agent)

On March 14, 2001, the Former Licensee pleaded guilty to a charge of theft under \$5,000 and was sentenced to a 3 month conditional sentence, of which 1 month was to be served by electronic monitoring, and 16 months probation. The Former Licensee was also ordered to make reparations to her Former Agency in the amount of \$1,705.

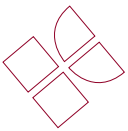
FINES AND COSTS

**Active Insurance &
Financial Management Ltd.**
("Agency")
Surrey, B.C.
(General Insurance Corporate Agency)

Council determined the Agency contravened a condition of its insurance licence on 13 occasions, and ordered that:

- the Agency be fined \$100 for each breach of the licence condition, totalling \$1300; and,
- the Agency be assessed the costs of Council's investigation.

Council found that in 13 separate insurance transactions, the Agency failed to provide written disclosure to clients as required under section 90 of the Act.



MATERIAL MISSTATEMENTS

Raymond Edward Willie

("Licensee")

White Rock, B.C.

(Level 3 General Insurance Nominee)

Special Risk Insurance Brokers Ltd.

("Agency")

White Rock, B.C.

(General Insurance Corporate Agency)

Council determined the Licensee and Agency made material misstatements on licensing applications and in reply to a Council inquiry, and ordered that:

- the Licensee be fined \$200 for each licence application misstatement, and \$500 for the misstatement in reply to a Council inquiry;
- the Agency be fined \$200 for a licence application misstatement; and,
- the Agency be assessed the costs of Council's investigation.

Pending legal proceedings were not disclosed on two licensing applications submitted by the Licensee, and one application submitted by the Agency. The Licensee also failed to disclose pending legal proceedings in reply to a Council inquiry.

William Michael James Kelly

("Licensee")

Vancouver, B.C.

(Level 2 General Insurance Agent)

Council determined the Licensee made material misstatements on his application for an insurance licence, and ordered that:

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

Council found that 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

Arjun Singh

("Licensee")

Vancouver, B.C.

(Level 2 General Insurance Agent)

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 that:

- the Licensee's level 3 general insurance agents licence be amended to a level 2 general insurance agent licence for failing to ensure that the agency, of which he was nominee, complied with a restriction on its licence;
- the Licensee be reprimanded for making a material misstatement on the agency's corporate licence application;
- the Licensee be fined \$200 for making a material misstatement on his individual licence application;
- the Licensee be required to successfully complete the CAIB IV course and an errors and omissions seminar before Council will consider an application for a level 3 general insurance agent's licence; and
- the Licensee be assessed the costs of Council's investigation.

While nominee of a general insurance agency, the Licensee failed to ensure that the agency and its employees complied with a restriction on the agency's licence prohibiting sub-brokering of insurance.

In addition, the Licensee made a material misstatement on his individual life agents licence application and on the agency's corporate life agents licence application, which he had signed as the representative, by failing to disclose pending legal proceedings against himself and the agency.



Julan Lo
(“Licensee”)
Richmond, B.C.

(Level 3 General Insurance Nominee)

Admiral Insurance Services (Pacific) Inc.
(“Agency”),
Richmond, B.C.

(General Insurance Corporate Agency)

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

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

The Licensee and Agency permitted an unlicensed person to act as an insurance agent on behalf of the Agency and paid compensation to him contrary to sections 171 and 178 of the Act.

The Agency had an arrangement whereby the unlicensed person would be paid a finder fee for referring business to the Agency. The payment of finder fees to an unlicensed person is permitted provided the unlicensed person does not act as an insurance agent and disclosure of the finder fee is given to the customer in writing prior to the transaction. Section 168 of the Act defines insurance agent as a “person...who solicits, obtains or takes an application for insurance, or negotiates for or procures insurance, or signs or delivers a policy, or collects or receives a premium”.

In this case, the unlicensed person’s involvement in the transaction went beyond providing a referral to the Agency to the point where he acted as an insurance agent. Council found the Licensee and Agency did not knowingly permit the unlicensed insurance activity and that this was an isolated occurrence which deviated from their normal business practice.

Licenses seeking information and/or clarification about the payment of finder fees may access Council’s Fax on Demand and select document # 70.

Michelle Lynn Zinck
(“Licensee”)
Delta, B.C.

(Level 2 General Insurance Agent)

Council determined the Licensee failed to act in accordance with the usual practice of the business of insurance and a condition on her licence, and ordered that:

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

The Licensee used confidential client information from her agency’s file for purposes other than an insurance transaction and subsequently communicated this information to another person.

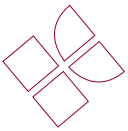
While the Licensee’s conduct in this matter constituted an isolated error in judgment and was not done for personal benefit, information about a customer obtained in a general insurance transaction cannot be used or communicated, except as required for the transaction in which the information was provided or a similar subsequent transaction between the insurance agency and the same customer, unless authorized by an enactment or court proceeding.

Susan Caroline McKenzie
(“Licensee”)
Richmond, B.C.

(Level 3 General Insurance Agent)

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

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



The Licensee changed the territory code on ICBC's computer to enable her to bypass Air Care requirements and complete an Autoplan renewal for her own vehicle. The Licensee's intent in the circumstances was not to circumvent Air Care requirements, but to temporarily delay the inspection until such time as her busy work schedule permitted it. The Licensee passed the inspection shortly after her renewal and before ICBC discovered the discrepancy.

SUSPENSIONS

Haroon Akbar Khan
Surrey, B.C.

(Unlicensed)

Saraj Khan,
("Licensee")
Surrey, B.C.

(Level 2 General Insurance Agent)

Allied Insurance Brokers Inc.
("Agency")

Vancouver, B.C.

(General Insurance Corporate Agency)

Council determined the Agency failed to operate in a competent manner and in accordance with the usual practice of the business of insurance, and ordered that:

- the Licensee be reprimanded and suspended for 2 weeks;
- Haroon Akbar Khan be prohibited from being an officer, director, controlling shareholder, partner or nominee of an insurance agency until he satisfies Council he is competent to act as such;
- Haroon Akbar Khan be assessed the costs of Council's investigation; and,
- the Agency be fined \$1,000 for breaching a licence condition requirement to pay all premiums collected or received to ICBC in accordance with terms of its Autoplan Agreement.

The Agency failed to remit cash to ICBC in accordance with its ICBC Autoplan Agreement. Broker cheques were written to make up cash

shortfalls. ICBC terminated its agency agreement with the Agency and the Agency was subsequently dissolved. Council determined the Licensee failed to fulfill his duties as nominee at the Agency, and Haroon Akbar Khan failed to fulfill his responsibilities as the director and sole shareholder of the Agency. Council noted that the Agency was unable to account for cash shortfalls identified in ICBC audits, however, all monies were paid to ICBC through broker cheques.

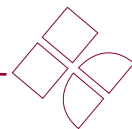
Michelle Therese Twanow
("Licensee")
Nanaimo, B.C.

(Level 2 General Insurance Agent)

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

- the Licensee be suspended for 1 week; and,
- the Licensee be assessed Council's investigative costs.

The Licensee accepted and processed a motor vehicle registration and transfer form knowing a signature had been forged. The vehicle was owned jointly by an elderly couple, one of whom was unable to attend the office because she was ill. To avoid inconveniencing the client, the Licensee permitted the other owner to forge his wife's signature on the documents. Proper execution of insurance documents is fundamental notwithstanding the reason. It is never acceptable to forge someone else's signature, to improperly witness a forged signature, or to accept and process a document on which you are aware a signature has been forged.



LICENCE CONDITIONS

Gary Donald Barnes
("Licensee")

Victoria, B.C.

(Level 2 General Insurance Agent)

An investigation revealed the Licensee had been charged with 2 counts of fraud under \$5,000 and 2 counts of theft under \$5,000 under the Criminal Code of Canada. The Council ordered the following conditions be imposed:

- 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.

While Council acknowledged it does not have sufficient information available to make a decision as to the suitability of the Licensee, it determined the current charges bring into question the Licensee’s trustworthiness and ability to act in good faith. Once the matter has been heard by the courts, Council will consider the court’s findings as they apply to the licence conditions and the Licensee’s ongoing suitability.

Council Decisions – Life Insurance

SECTION 238 ORDERS

Christopher Thomas Buchanan
("Licensee")

West Vancouver, B.C.

(Level 2 Life Insurance Agent)

Council determined the Licensee’s failure to respond to its 3 written requests to provide documentation to support the continuing education reported on the Licensee’s last 2 renewal applications, brought into question his suitability, particularly as it applied to continuing education credits which are mandatory for a licence renewal, and ordered that:

- the Licensee provide valid proof of continuing education credits to support his renewal applications within 12 calendar days; and,
- failure by the Licensee to meet the above licence condition will result in the automatic suspension of the Licensee’s life insurance

agent’s licence, and the suspension will remain in effect until the licence condition is met.

When no response was received, Council considered the Licensee’s refusal or neglect to make a prompt reply to a Council inquiry pursuant to section 231 of the Act, and ordered that:

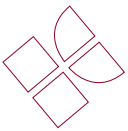
- the Licensee be fined \$1,000 for failing, or neglecting, to respond promptly to an inquiry by Council.

Michael Joseph Kelly
("Licensee")

Quesnel, B.C.

(Level 2 Life Insurance Agent)

An audit of the Licensee’s continuing education for his 1999 and 2001 licence renewals revealed he had knowingly provided false and misleading information on his renewal applications, so as to hide the fact that he did not meet the continuing



education licence condition. Specifically, he did not have any of the qualified education for his 1999 renewal and had obtained only 3 of the required 30 hours of qualified education for his 2001 renewal. Council ordered that:

- the Licensee’s licence be suspended immediately, until such time as he demonstrates, in a manner satisfactory to Council, that he obtained the necessary continuing education credits required for the 1999 and 2001 licence renewals;
- regardless of when the Licensee obtains the necessary continuing education credits, the Licensee’s licence be suspended for a minimum of 3 months;
- the Licensee be fined \$4,000 for failing to comply, on two separate occasions, with a licence condition that required him to obtain a minimum number of continuing education credits during each licence period; and,
- the Licensee must satisfy Council he has obtained the minimum continuing education requirements prior to obtaining the renewal of his life insurance licence in 2003 and 2005.

Council found the Licensee’s actions represented a material misstatement as well as a breach of a licence condition on both his 1999 and 2001 renewals and brought into question his trustworthiness and his ability to act in good faith.

Due to the 238 Order, Council directed staff that should the Licensee wish to dispute Council’s findings or its intended decision and request a hearing, the suspension could be lifted once the Licensee demonstrated he had earned the minimum required continuing education for his 1999 and 2001 renewals pending the outcome of a hearing.

Rodney Frank Jellison
(“Licensee”)
Kelowna, B.C.
(Level 2 Life Insurance Nominee)

In August 2001, the Licensee was charged under the *Securities Act* with one count each of

unlawfully acting as an advisor, and trading and distributing securities relating to offshore investments without proper registration and without filing the required prospectus.

Council determined that the current charges bring into question the Licensee’s competence, trustworthiness and intention to publicly carry on the business of insurance in good faith. Accordingly, Council considered it to be in the public interest to attach the following conditions to the Licensee’s insurance licence pending the outcome of the charges:

- The Licensee must:
 - i) appoint a Level 2 life insurance agent with a minimum 5 years’ experience as a Level 2 life insurance agent, subject to approval by Council, to supervise and be accountable for the Licensee’s insurance activities. The “supervising” Level 2 life insurance agent will have a condition placed on his/her licence making him/her accountable for the insurance actions of the Licensee;
 - ii) notify immediately all insurance companies he has contracts with of these licence conditions and provide Council with proof from the insurance company that it is aware of these conditions. If the Licensee enters into a new contract with an insurance company, he must first inform the insurance company of these conditions;
 - iii) provide evidence he currently carries Errors and Omissions (E&O) insurance which meets the minimum requirements proposed by Council in its Notices #ICN 01-002 & #ICN 01-007; and,
 - iv) failure to meet the above conditions within 10 business days of the date of the order will result in the automatic suspension of the Licensee’s licence until all conditions are met.



Council further ordered that:

- the Licensee be prohibited from accepting, in his name or that of a corporation controlled by him, any funds from the public, in connection with his activities as an insurance agent; and,
- the Licensee immediately cease all publications, newsletters and advertising that is not directly related to the sale of insurance.

BREACH OF LICENCE CONDITION

Poulad Poulad-Noshiravan
 (“Licensee”)
 North Vancouver, B.C.
 (Level 2 Life Insurance Agent)

Council determined the Licensee acted in contravention of a condition on his insurance licence, and ordered that:

- the Licensee be fined \$300; and,
- the Licensee be assessed the costs of Council’s investigation.

In 3 separate segregated fund transactions, the Licensee failed to provide written disclosure to his client as required under section 90 of the Act.

MATERIAL MISSTATEMENTS

Brian Douglas Haggard
 (“Licensee”)
 Prince George, B.C.
 (Level 1 Life Insurance Agent)

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

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

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

Shabbir Dhalla
 (“Licensee”)
 Surrey, B.C.
 (Level 1 Life Insurance Agent)

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

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

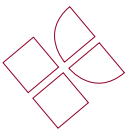
Council found that the Licensee knew or ought to have known, had he exercised reasonable diligence, that the information he provided on his application was untrue.

REPRIMANDS

Henk Boesten
 (“Licensee”)
 Penticton, B.C.
 (Level 1 Life Insurance Agent)

Council determined the Licensee failed to act in a competent manner and in accordance with a condition on his licence regarding confidentiality, and ordered that:

- the Licensee be reprimanded;
- the Licensee be fined \$200 for breaching a condition of his licence;
- the Licensee be assessed Council’s investigative costs; and
- as a condition of his level 1 life agent’s licence:
 - i) the Licensee must be under the direct supervision of a named level 2 agent for 2 years commencing from the reinstatement of his licence, regardless of whether he upgrades his licence to level 2 status;
 - ii) the Licensee cannot hold himself out in any matter which may suggest he is a retirement specialist; and,
 - iii) in the 4 years following reinstatement of his licence, all of his life continuing education credits must relate specifically to life insurance and be technical in nature.



This matter arose out of the following circumstances:

- in recommending and explaining segregated fund contracts to a client, the Licensee used information that dealt exclusively with the underlying investment, a mutual fund;
- a financial proposal prepared by the Licensee for the client as part of a solicitation of life insurance business contained erroneous assumptions. In particular, the Licensee lacked sufficient understanding of the legislation governing the transfer of pensions and incorrectly assumed the client's pension was a retiring allowance which would not be subject to a redemption restriction upon its transfer to a registered segregated fund;
- the investment growth projections put forward by the Licensee in the financial proposal contained erroneous calculations;
- the Licensee used aggressive hypothetical investment returns of 12% in the financial proposal to the client, who the Licensee acknowledged was unsophisticated, and who was likely to accept these projections as the actual level of investment return;
- the Licensee did not provide the client's parents an appropriate amount of risk disclosure when proposing leveraged segregated fund contracts;
- in the above matters, the Licensee demonstrated a lack of competence necessary to adequately carry out the aforementioned insurance business; and,
- the Licensee breached his obligation to his client to keep his insurance matters confidential when he provided information respecting the client's financial situation to others without having obtained the client's written consent.

Chin Hui (Jeannie) Pak
("Licensee")
Vancouver, B.C.

(Level 1 Life Insurance Agent)

Council determined the Licensee made false and/or misleading statements or representations in a solicitation for insurance, and ordered that:

- the Licensee be reprimanded;
- the Licensee be assessed the costs of Council's investigation; and,
- as a condition of the Licensee's licence, the Licensee will not submit any further advertisements for publication without prior approval from the Compliance Department of a Canadian life insurance company.

The Licensee produced written material which was published in a Korean newspaper to promote the Licensee, universal life insurance and segregated fund products. Council found the solicitation was false and misleading, in part because the advertisement lacked information or clarification and was confusing because it mixed without delineation between the two products.

Joseph Claude Michel Labadie
("Licensee")
Surrey, B.C.

(Level 1 Life Insurance Agent)

Council determined the Licensee breached a condition of his insurance licence by failing to notify Council immediately in writing of disciplinary action commenced against him under the *Securities Act*, and ordered that:

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



Pursuant to section 19 of the Insurance Licensing Regulation, it is a condition of every licence issued under the Act that licensees notify Council immediately in writing:

- if the licensee is or becomes licensed under the *Real Estate Act* or registered under the *Securities Act* or *Mortgage Brokers Act*;
- of any changes in the status of the licensee as licensee under the *Real Estate Act* or as a registrant under the *Securities Act* or *Mortgage Brokers Act*, as the case may be;
- of ceasing to be licensed under the *Real Estate Act* or registered under the *Securities Act* or *Mortgage Brokers Act*, as the case may be; and,
- of any disciplinary action that has been commenced against the licensee under the *Real Estate Act*, *Securities Act* or *Mortgage Brokers Act*, as the case may be.

Pritam Singh Muker
(“Licensee”)
Vancouver, B.C.

(Level 2 Life Insurance Agent)

Council determined the Licensee made a false or misleading statement or representation in the solicitation for insurance, and ordered that:

- the Licensee be reprimanded;
- as a condition of his licence, the Licensee must seek prior approval from a Canadian life insurance company or from a level 2 nominee of his employer, prior to publicizing any insurance advertisements; and,
- the Licensee be assessed the costs of Council’s investigation.

The Licensee placed an insurance advertisement soliciting clients to purchase life insurance products. Council found the solicitation contained numerous false or misleading statements, including the Licensee’s reference to being a representative of an agency he was not licensed with; the use of the word “invest” when referring to insurance; characterization of segregated funds as mutual funds with guarantees; and, speculation on the demutualization of insurance companies.

Seauin Ireland
(“Licensee”)
Vancouver, B.C.

(Level 2 Life Insurance Nominee)

Council determined the Licensee made a false and/or misleading statement or representation in a solicitation for insurance and ordered that:

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

The Licensee produced written material which was faxed to businesses for the purpose of promoting Universal Life insurance products. Council found the following statements in the solicitation were either false or misleading, in part because they lacked information or clarification, in particular:

- creditor approved;
- guaranteed minimum return per year;
- all capital gains and interest are earned 100% tax free;
- government legislated since 1981;
- no tax on withdrawal; and,
- free life insurance.

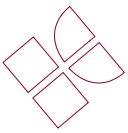
SUSPENSIONS

Paul Sih
(“Licensee”)
Coquitlam, B.C.

(Level 2 Life Insurance Agent)

Council determined the Licensee failed to act in a trustworthy and competent manner, in good faith, in accordance with the usual practice of the business of insurance and made a false or misleading statement or representation in the solicitation or negotiation of insurance, and ordered that:

- the Licensee be suspended for 2 months; and,
- the Licensee be assessed the costs of Council’s investigation.



The Licensee was approached by a client, who had moved from British Columbia to Ontario, about reinstating life insurance policies which had lapsed as a result of the client's failure to provide updated premium payment information to the insurer. In completing a new insurance application for this client, the Licensee:

- intentionally counselled the client to make misrepresentations to the insurer which could have been detrimental to all parties;
- erroneously answered questions on the application, either intentionally to mislead the insurer or as a result of his carelessness; and,
- attempted to carry on insurance business with this client, who resided in Ontario, even though he considered this business to be unlicensed activity in Ontario.

In considering the appropriate disposition of this matter, Council noted that the Licensee did not submit the aforementioned application to the insurer.

Selena Ching Wan Tsang
("Licensee")

Vancouver, B.C.

(Level 2 Life Insurance Agent)

Council determined the Licensee breached various provisions of the Act and its regulations and ordered that:

- the Licensee be reprimanded for breaching section 177 of the Act and the Insurance Contracts (Life Insurance Replacement) Regulation (the "Replacement Regulation");
- the Licensee be fined \$200 for breaching a licence condition under section 9(2) of the Insurance Licensing Regulation (the "Regulation");
- the Licensee's life insurance licence be suspended for 2 weeks for failing to act in accordance with the usual practice of the business of insurance, as required by section 173 of the Act; and,
- the Licensee be assessed the costs of Council's investigation.

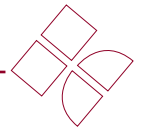
The Licensee undertook to replace a policyowner's existing universal life policy with term coverage from another insurer for the same monthly premium, but with an increased insurance amount.

Given her discussions with the policyowner leading to the sale of insurance, the Licensee interpreted that the policyowner would replace her existing policy and therefore prepared a Basic Disclosure Statement ("BDS") in advance of the application date. However, the policyowner refused to sign the BDS at the time of application, which the Licensee interpreted to mean that the policyowner had changed her mind and did not wish to replace her existing policy. The Licensee subsequently recorded "no" to the replacement question on the insurance application, discarded the BDS she had prepared for the policyowner and did not keep a copy of it.

Council found that the Licensee had a duty under the Replacement Regulation to complete the BDS fully and accurately, despite the policyowner's refusal to sign the document. In particular, Council noted that the Licensee could have made notes under the "Agent's Statement" section of the BDS to record the policyowner's intentions at the time. The policyowner later cancelled the coverage with her existing insurer after the Licensee delivered the new replacement contract.

Council determined that the Licensee failed to comply with sections 3(4)(a), 3(4)(b), 3(5)(a) & 3(5)(b) of the Replacement Regulation, as she did not:

- present and review a completed BDS with the policyowner before taking a new application for replacement insurance;
- secure the policyowner's signature on the BDS to attest her receipt of the disclosure statement before taking a new application for replacement insurance;
- forward a completed copy of the BDS to the existing insurer within three working days from the date of application; and,
- provide a copy of the policyowner's BDS to the proposed insurer as required.



While licensed as a level 1 life insurance agent, the Licensee breached a licence restriction under the Regulation for failing to obtain the required written single case agreements from her licence sponsor before effecting insurance with other insurers.

The Licensee held herself out doing business under the name of “F.I.N.E. Financial Services”, although she was previously advised by Council in writing not to use the name “F.I.N.E. Financial Services” in her insurance business because the company name was not registered or licensed.

CONTINUING EDUCATION AUDIT

Jonathan David Weeks-Little (“Licensee”)

Vancouver, B.C.

(Level 1 Life Insurance Agent)

An audit of the Licensee’s continuing education revealed a material misstatement on his 2000 licence renewal application. Council found he was in breach of a licence condition by having only 27 of the required 30 hours of qualified education, and ordered that:

- the Licensee be fined \$200 for a material misstatement; and,
- the Licensee obtain the 3 outstanding continuing education credits within a specified period of time.

Council accepted the Licensee’s explanation that when recording his education credits, he did so primarily from memory and had forgotten that he had attended only one day of a two-day seminar, thereby giving him only 3 hours of qualified education and not 6. Council determined the Licensee’s misstatement was a result of carelessness and was not intentionally made to mislead Council.

See Section 238 Orders for additional Continuing Education Audit Decisions

Council Decisions: Travel Insurance

REPRIMANDS

George Dowsett (“Licensee”)

Port Coquitlam, B.C.

(Level 1 Restricted Travel Nominee)

Hagen’s Travel (1957 Operations) Ltd. (“Agency”)

Vancouver, B.C.

(Restricted Travel Insurance Corporate Agent)

Council determined the Licensee and Agency failed to act in accordance with the usual practice of the business of insurance by allowing unlicensed activity to occur on more than one occasion, and ordered that:

- the Licensee and Agency be reprimanded; and,
- the Agency be fined \$600.

A number of incidences of unlicensed activity had occurred at the Agency since May 1993 when it was originally licensed. Staff met with the owner of the Agency and the Licensee after the first two occurrences, to discuss their responsibility to ensure all staff are properly licensed before transacting insurance business. After the meeting, two subsequent incidences of unlicensed activity occurred, resulting in Council taking the above action.