

Insurance Council

BRITISH COLUMBIA

2024/2025 Annual Report



Who we are and what we do

The Insurance Council of British Columbia provides regulatory oversight for BC's insurance licensees—insurance professionals that interact directly with clients in every community in our province.

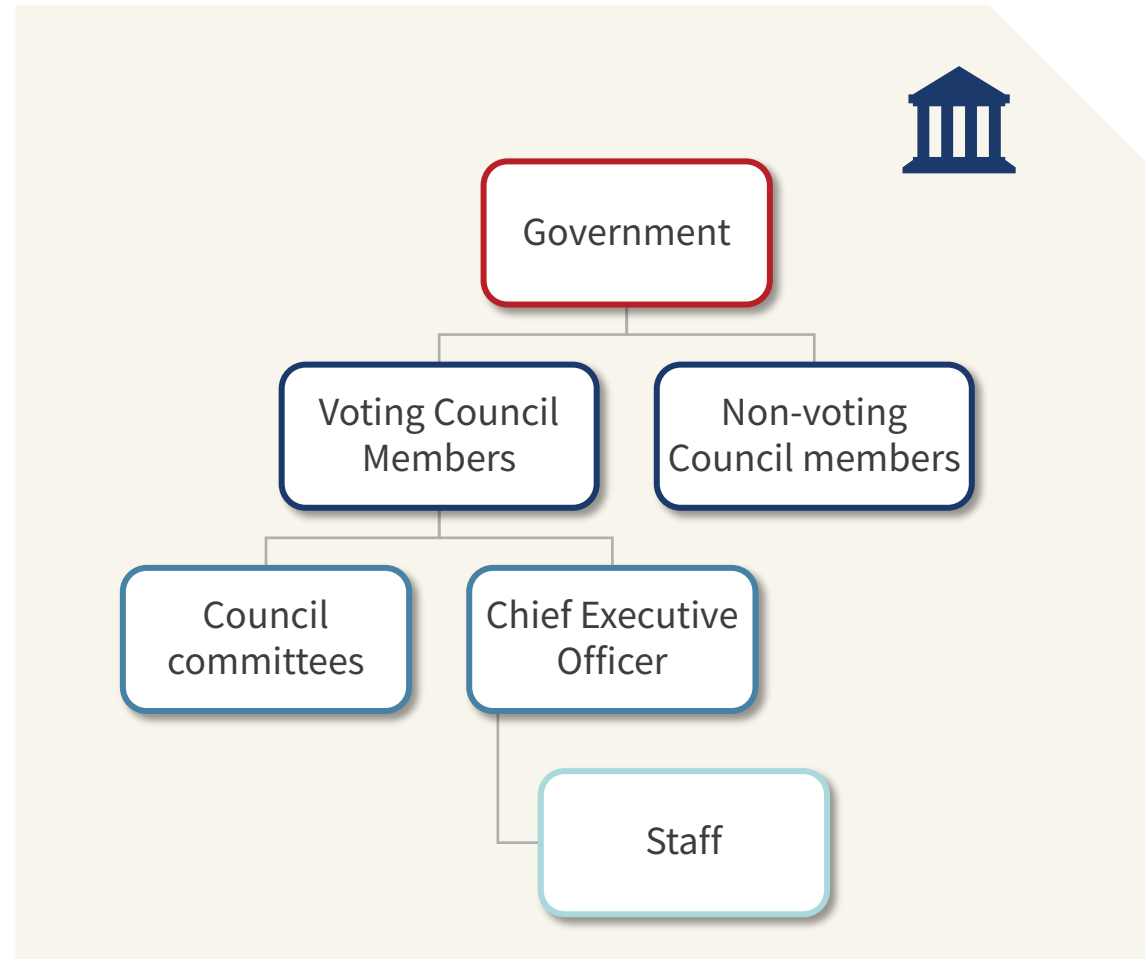
We are accountable to the Minister of Finance and carry out our work under the authority of the *Financial Institutions Act*.



How we're governed

The Insurance Council of BC is established by the *Financial Institutions Act*.

Voting and non-voting members from the insurance industry and from the public are appointed to our governing council by the provincial government.



The work we do as a regulator touches the lives of all British Columbians: we protect the public by ensuring insurance salespersons, agents and adjusters act ethically and competently.



We license to ensure all licensees are qualified, competent and trustworthy.



We educate and support licensees to meet high standards of knowledge and practice.



We discipline to ensure accountability for breaching the rules.

Our work is guided by our **strategic plan for 2024-2026**, which sets out four goals:



Effective regulatory practices and support systems that meet current and emerging international standards.

1



Regulatory oversight that protects consumers and enables industry innovation.

2



Strategic engagement that enhances and supports public protection.

3



Efficient, effective, and fair access to the Insurance Council's services.

4



Measuring our impact

June 1, 2024 – May 31, 2025

Licensure



7,595 applications for licensure received



7,269 licences issued



937 licence upgrades processed



110 trainee registrations issued

Life Licensure Qualification Program



2,832 LLQP exam registrations

8,269 of 11,566 LLQP exam modules passed



General Insurance

22,408 individuals
988 agencies



Life and/or Accident & Sickness Insurance

25,918 individuals
3,323 agencies



Insurance adjusting

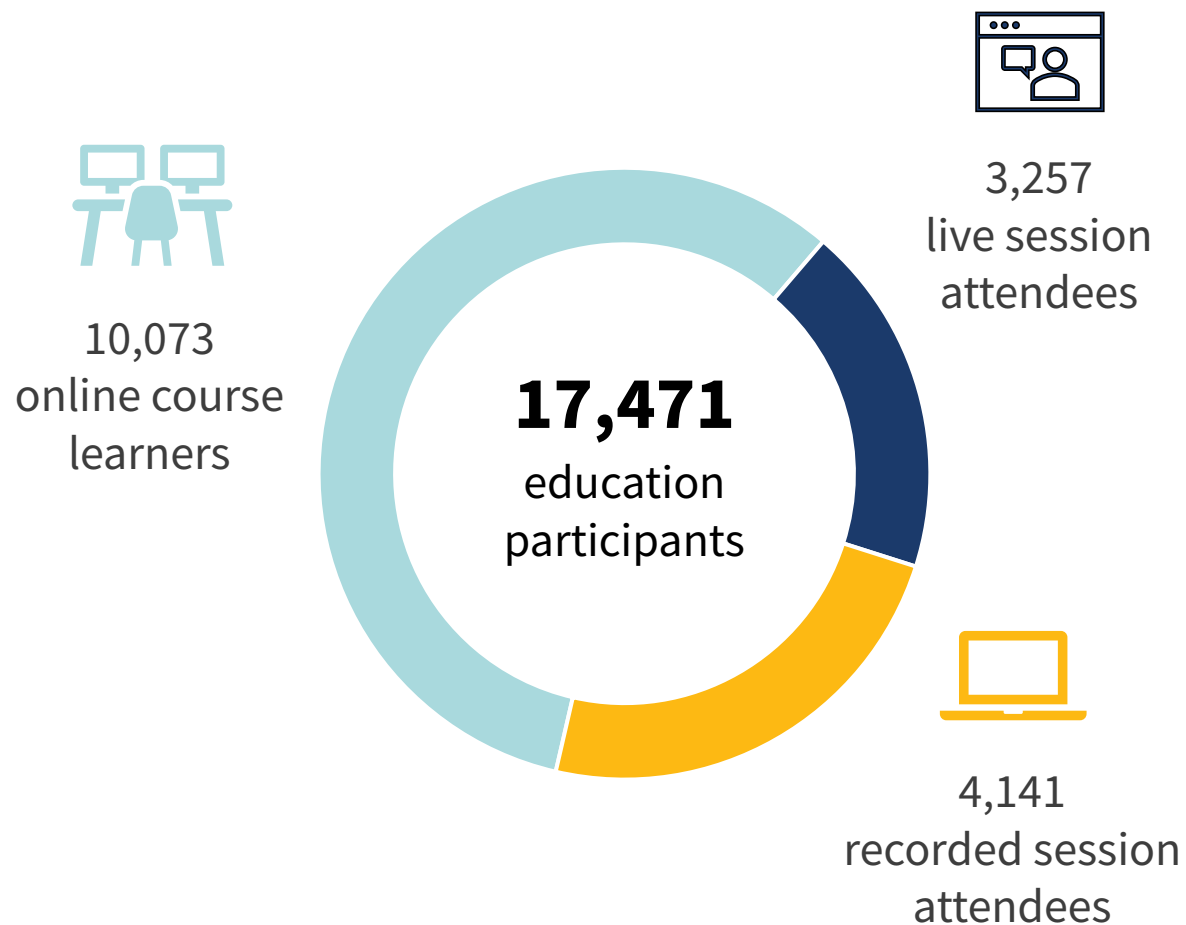
1,103 individual licensees
83 firms



Restricted travel

267 agencies/
sole proprietors

Education



Continuing education accreditation



53	accredited course providers
151	accredited courses

Practice support and audit program

The Insurance Council provided practice support to licensees in response to inquiries as well as part of our audit program. We also received and responded to inquiries from the public on a variety of topics.



Inquiries

7,805 inquiries



5% increase over last year



Audits

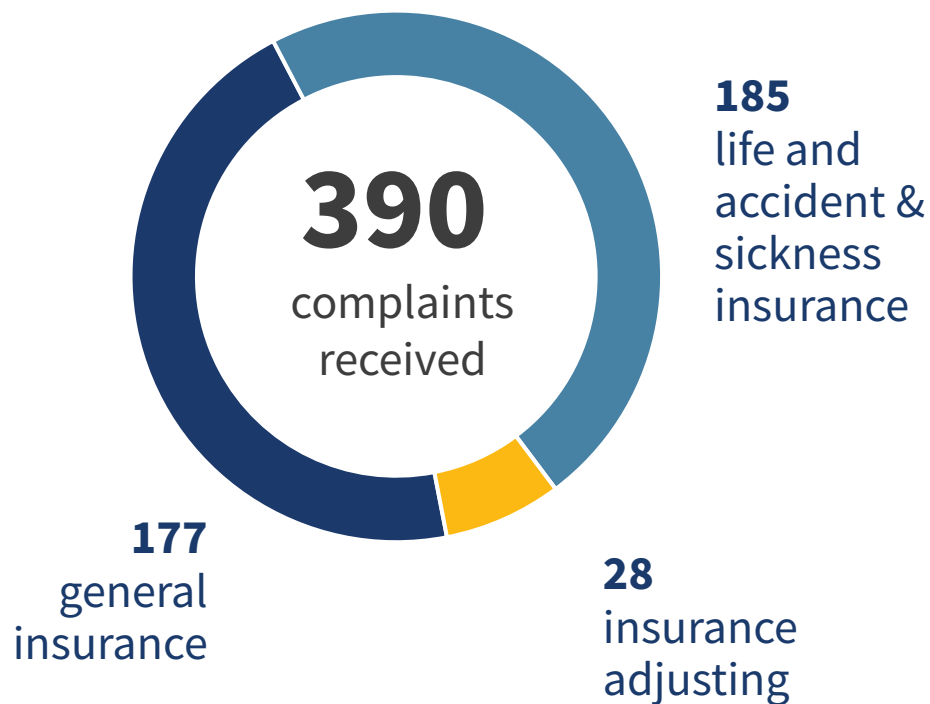
- 367 compliance audits
(CE, E&O, annual licence declaration, other rule related)
- 306 practice audits
- 8 accredited course provider audits

Complaints and investigation

Under our public protection mandate, the Insurance Council reviewed complaints and carried out investigations into licensee conduct where warranted.

411

complaints
closed
(incl. existing
files)



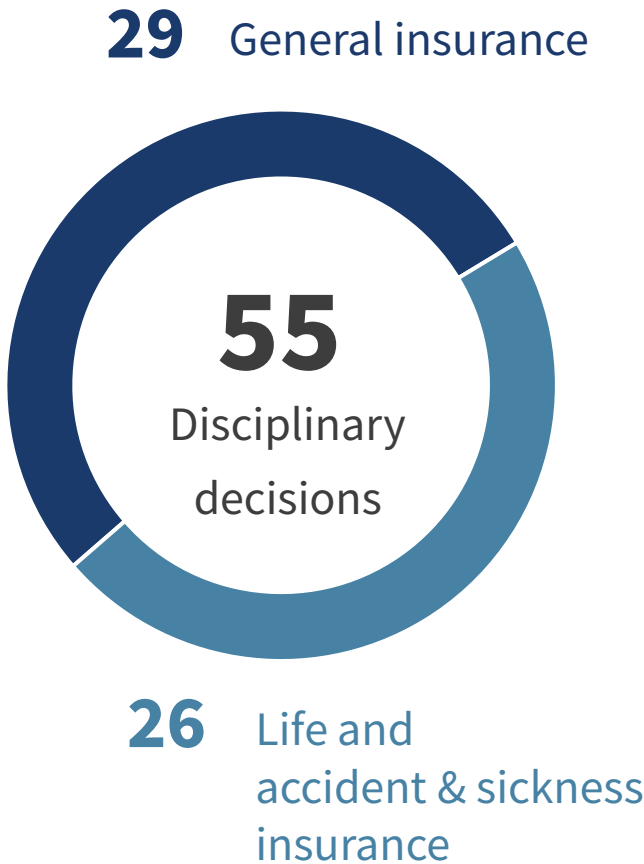
Investigations

118	new investigations opened
142	investigations closed
135	investigations carried forward

Disciplinary outcomes

Top complaints resulting in disciplinary action in 2024/2025:

- Misappropriation of funds/fraud
- Failure to adhere to the authority granted by the insurer
- Failure to properly place insurance as instructed



Decision outcomes included:

12	licensee suspensions
7	licence cancellations
\$328,500	in fines assessed
\$170,748	assessed investigative and hearing costs



Progress on the strategic plan in 2024/2025



Strategic plan priorities

We're now in the second year of our 3-year strategic plan, continuing to make progress on our priorities:

Goal:



Priority:

1 Effective regulatory practices and support systems that meet current and emerging international standards.

2 Regulatory oversight that protects consumers and enables industry innovation.

3 Strategic engagement that enhances and supports public protection.

4 Efficient, effective, and fair access to the Insurance Council's services.

Update regulatory practices to meet the IAIS Insurance Core Principles and the PSA's Standards of Good Regulation.

Modernize regulatory oversight to keep pace with changes in the insurance marketplace and support/enable industry transformation.

Build awareness of the Insurance Council's role and the services it provides to better serve consumers, licensees and government.

Drive operational effectiveness.

1 Update regulatory practices to meet the IAIS Insurance Core Principles and the PSA's Standards of Good Regulation.

- Updates to privacy management policies and internal protocols were incorporated.
- Work continued on analysis and rule drafting for proposed updates to Insurance Council rules needed to introduce a restricted insurance agency licence, and support use of a competency framework for general insurance qualification.
- A new supervision course was introduced for Level 3 licensees and nominees.
- The Life Agent Supervision Project was initiated to develop a comprehensive life and accident & sickness supervision model with the goal of ensuring consistent oversight to enhance public protection.
- We worked to identify necessary steps for implementation of updated Life Insurance Replacement Declaration (LIRD) form.

2 Modernize regulatory oversight to keep pace with changes in the insurance marketplace and support/enable industry transformation.

- Substantial work on national recommendations to improve adjuster labour mobility was completed for release in August 2025.
- A competency framework and indicators for general insurance were finalized following consultation. This framework will introduce standardized education and skill requirements for general insurance salespersons and agents in BC, and will set entry to practice requirements for new licensees.
- Work to develop the Restricted Insurance Agency Licence continued, including transition considerations, the creation of procedures and training plans.
- Development of guidance on InsurTech was started, as well the creation of an ethics course series.
- Updates were made to the Continuing Education Program, including updated CE requirements and guidelines.

3 Build awareness of the Insurance Council's role and the services it provides to better serve consumers, licensees and government.

- We liaised with government, presenting a report on the state of InsurTech to Ministry of Finance staff, engaging with staff from the Ministry of Emergency Management and Climate Readiness (EMCR) on topics of common interest, and providing a status update to the Ministry of Finance on our regulatory activities.
- We engaged with licensees and industry stakeholders through consultations on revisions to continuing education, general insurance qualifications.
- We responded to public and media inquiries, clarifying the Insurance Council's regulatory role and providing information on topics including consumer protection, disciplinary processes, professional mobility, and the regulation of GAP insurance.

4 Drive operational effectiveness

- To enhance fairness and transparency, we implemented a policy for requesting accommodations where there may be barriers to meeting Insurance Council requirements or participating in an Insurance Council process. A Fairness Assessment was also completed using BC Ombudsperson guidelines.
- Design and development of technology infrastructure and core systems for the modernization of our licensee database were completed in preparation for go-live prior to the end of 2025.
- We undertook substantial work on the development of new website, intended to improve public and licensee access to information and service delivery.

Our vision and our mission continue to guide our work into the third year of our strategic plan:



Our vision

British Columbians have confidence in an insurance industry that meets international standards of public protection.



Our mission

Proactive regulatory leadership that ensures a qualified, competent, and ethical industry meets British Columbians' insurance needs.

Together with insurance professionals, we're supporting a prosperous and resilient future for all British Columbians.



2024/2025 Financial Statements

The audited financial statements for the fiscal year ending May 31, 2025, include the Insurance Council's financial position, statement of operations, statement of changes in net assets, statement of cashflows, and notes to the financial statements, including a summary of significant accounting policies. These statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations.

The Insurance Council's June 1, 2024–May 31, 2025 financial statements have been audited by the independent firm Smythe LLP and will be made available on our website:



insurancecouncilofbc.com/annualreport

An aerial photograph of a coastal town and harbor. The town is built on a hillside overlooking a large body of water. The harbor is filled with numerous boats and yachts. The surrounding landscape is lush and green, with mountains in the background.

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