Insurance Council
BRITISH COLUMBIA

Strategic Plan 2027-2031

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Vision

A progressive and trusted regulator that protects the public interest and supports an evolving insurance industry.

Mission

Proactive regulatory leadership that advances a qualified, competent and ethical insurance industry.

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Goal 1

Enhance regulatory effectiveness and fairness

Strategies

1. Target regulatory effort to highest consumer risk using data analysis.
2. Improve transparency and regulatory clarity through plain language guidance and performance monitoring.
3. Ensure consistent, proportionate regulatory actions through integrated systems and standardized tools.

Outcome

Regulatory action is timely, fair and grounded in evidence enabling improved consumer outcomes.

Goal 2

Advance regulatory modernization

Strategies

1. Maintain adaptive regulatory frameworks aligned with evolving business models and governance needs.
2. Modernize licensing qualifications to support competence, mobility and emerging distribution models.
3. Advance proactive policy and innovation through early engagement, research and environmental scanning.

Outcome

Regulatory responses align with evolving insurance business practices.

Goal 3

Drive national harmonization and labour mobility

Strategies

1. Lead interjurisdictional collaboration and national regulatory initiatives.
2. Strengthen data and information sharing to support compliance, risk oversight and mobility.
3. Develop efficient and effective regulatory standards that are commonly accepted across jurisdictions.

Outcome

Mutual recognition of licensing qualifications and regulatory requirements enable efficient interprovincial licence mobility.

Goal 4

Strengthen consumer protection and awareness

Strategies

1. Strengthen consumer understanding through clear, accessible and inclusive education.
2. Promote shared responsibility for consumer outcomes across regulators and industry.
3. Enhance decision support and early resolution through improved tools and self-service.

Outcome

Consumer awareness and protection are strengthened through robust regulatory oversight, targeted education, and practical decision support tools empowering informed choices.

Goal 5

Operate as an AI-enabled regulator

Strategies

1. Embed AI into workflows to automate routine activities and streamline end-to-end processes with human oversight.
2. Use AI to strengthen evidence-based decision making, enabling efficient, clear and consistent outcomes while preserving human judgment and accountability.
3. Build organizational capability and governance to confidently manage AI risk, enabling safe, transparent use while supporting innovation and public trust.

Outcome

Artificial Intelligence (AI) is embedded across core services to fundamentally transform how work is performed, automating routine activity with human oversight and enabling efficient, clearer, evidence-based decision making.

Enabling Strategies

across all goals

1. Stakeholder engagement

Actively engage stakeholders to build public trust and regulatory effectiveness by informing decisions and improving understanding among consumers, licensees and government.

2. Operational effectiveness

Leverage technology, people, processes and sound financial stewardship to deliver efficient, consistent and responsive regulatory oversight.

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Goal 1	Goal 2	Goal 3	Goal 4	Goal 5
Enhance regulatory effectiveness and fairness	Advance regulatory modernization	Drive national harmonization and labour mobility	Strengthen consumer protection and awareness	Operate as an AI-enabled regulator