

In the Matter of the
FINANCIAL INSTITUTIONS ACT, RSBC 1996, c.141
(the “Act”)

and the
INSURANCE COUNCIL OF BRITISH COLUMBIA
 (“Council”)

and
RAGHUBIR SINGH DHALIWAL
(the “Licensee”)

ORDER

As Council made an intended decision on December 10, 2024, pursuant to sections 231 and 236 of the Act; and

As Council, in accordance with section 237 of the Act, provided the Licensee with written reasons and notice of the intended decision dated January 13, 2025; and

As the Licensee has not requested a hearing of Council’s intended decision within the time period provided by the Act;

Under authority of sections 231 and 236 of the Act, Council orders that:

- 1) The Licensee’s life and accident and sickness insurance agent licence is suspended commencing on February 13, 2025, until such time as the Licensee has satisfactorily complied with Council’s requests for information pertaining to Council’s audit; and
- 2) The Licensee is not permitted to complete the Licensee’s 2025 annual licence renewal unless the Licensee’s licence suspension has been lifted at the time of renewal.

This order takes effect on the **13th day of February, 2025**



Janet Sinclair, Executive Director
Insurance Council of British Columbia

INTENDED DECISION

of the

INSURANCE COUNCIL OF BRITISH COLUMBIA

(“Council”)

respecting

RAGHUBIR SINGH DHALIWAL

(the “Licensee”)

1. Council commenced an annual renewal declaration audit of the Licensee in August 2024. The purpose of the audit was to confirm the accuracy of declarations made by the Licensee in his annual licence renewal in July 2024, and to confirm that various licensing requirements set out in the Council Rules were being met.
2. Between August 2024 and October 2024, Council staff made repeated efforts to contact the Licensee to obtain information necessary for the audit. Despite these requests for information, no response has been received from the Licensee.
3. The matter of the Licensee’s unresponsiveness to the audit was reviewed by Council at its December 10, 2024, meeting, where it was determined the matter should be disposed of in the manner set out below.

PROCESS

4. Pursuant to section 237 of the *Financial Institutions Act* (the “Act”), Council must provide written notice to the Licensee of the action it intends to take under sections 231 and 236 of the Act before taking any such action. The Licensee may then accept Council’s decision or request a formal hearing.
5. This intended decision operates as written notice of the action Council intends to take against the Licensee.

FACTS

6. The Licensee has been licensed with Council as a life and accident and sickness insurance agent (“Life Agent”) since September 9, 2016. The Licensee has held an Authority to Represent an agency (the “Agency”) since September 9, 2016. The Licensee is also the supervisor for two new Life Agents who also hold an authority to represent the Agency.
7. The Licensee submitted his annual licence renewal in July 2024.
8. The Licensee was selected for an audit to validate the annual licence renewal declarations he had submitted and to confirm that he meets his licensing requirements. On August 15, 2024, Council staff initiated an Annual Renewal Declaration Audit. The Licensee was asked to respond to the audit by September 17, 2024.
9. Council staff made follow-up attempts to contact the Licensee between September 3, 2024, and September 19, 2024.
10. On October 21, 2024, a letter was sent to notify the Licensee that, due to his failure to respond to the audit, Council staff intended to bring the matter to the attention of the voting Council members at the December 2024 Council meeting. The letter invited the Licensee to submit the required information by October 29, 2024, and explained that the Licensee might be subject to disciplinary action by Council, which could include licence suspension or termination.
11. The Canada Post postal tracker report indicates that the mail dated October 21, 2024, was unclaimed.
12. On October 21, 2024, Council staff emailed the Agency’s nominees to request their assistance in communicating with the Licensee. On October 21 and 22, 2024, both of the Agency’s nominees responded and confirmed that their office would communicate with the Licensee and ask him to respond promptly to Council’s request.
13. As of the date of this decision, the Licensee has not responded to any of Council staff’s efforts to correspond. The contact information that Council staff have used in their attempts to communicate with the Licensee is the most current contact information that the Licensee has on file with Council.

ANALYSIS

14. Council has determined that it is appropriate to suspend the Licensee's Life Agent licence until such time that the Licensee has satisfactorily complied with the audit's request for information.
15. Effective regulation relies in part on licensees being responsive to Council. The importance of responsiveness is emphasized by section 231(1)(d) of the Act, which states that a licensee having "refused or neglected to make a prompt reply to an inquiry addressed to the licensee under this Act" is grounds for Council to take disciplinary action. Additionally, section 12 of the Code of Conduct ("Dealing with the Insurance Council of British Columbia") requires licensees to "respond promptly and honestly to inquiries from Council."
16. When a licensee fails to respond to an audit, it hinders Council's ability to determine whether that person has been conducting insurance business in accordance with the Council Rules and/or other requirements. As such, it is in the public interest for Council to take action when licensees fail to communicate with Council staff during the audit process.

INTENDED DECISION

17. Pursuant to sections 231 and 236 of the Act, Council made an intended decision to:
 - a. Suspend the Licensee's life and accident and sickness insurance agent licence, from the date of Council's order, until such time as the Licensee has satisfactorily complied with Council's requests for information pertaining to Council's audit; and
 - b. Not permit the Licensee to complete the Licensee's 2025 annual licence renewal unless the Licensee's licence suspension has been lifted at the time of renewal.
18. Subject to the Licensee's right to request a hearing before Council pursuant to section 237 of the Act, the intended decision will take effect after the expiry of the hearing period, unless the Licensee satisfactorily complies with the audit during the hearing period.

RIGHT TO A HEARING

19. If the Licensee wishes to dispute Council's findings or its intended decision, the Licensee may have legal representation and present a case in a hearing before Council. Pursuant to section 237(3) of the

Act, to require Council to hold a hearing, the Licensee **must give notice to Council by delivering to its office written notice of this intention within fourteen (14) days of receiving this intended decision.** A hearing will then be scheduled for a date within a reasonable period of time from receipt of the notice. Please direct written notice to the attention of the Executive Director. **If the Licensee does not request a hearing within 14 days of receiving this intended decision, the intended decision of Council will take effect.**

20. Even if this decision is accepted by the Licensee, pursuant to section 242(3) of the Act, the British Columbia Financial Services Authority ("BCFSA") still has a right of appeal to the Financial Services Tribunal ("FST"). The BCFSA has thirty (30) days to file a Notice of Appeal once Council's decision takes effect. For more information respecting appeals to the FST, please visit their website at <https://www.bcfst.ca/> or visit the guide to appeals published on their website at <https://www.bcfst.ca/app/uploads/sites/832/2021/06/guidelines.pdf>.

Dated in Vancouver, British Columbia on the **13th day of January, 2025**
For the Insurance Council of British Columbia

A handwritten signature in black ink, appearing to read 'Janet Sinclair', is written over a horizontal line.

Per Janet Sinclair
Executive Director