



Insurance Council of Manitoba 2016 - 2019 Strategic Priorities

1. QUALIFIED: Ensure qualifications/education of licence holders continues to be appropriate and up to date, and revise and improve where required

Actions:

- Adopt and administer the Harmonized Life Licensing Qualifications Program (LLQP)
- Revise and implement Amendments to the Insurance Adjusters Rules
- Examine and make recommendations/changes where required to the General Insurance Agents Qualifications
- Establish Continuing Education Committee, confirm terms of reference, and meet to consider issues related to continuing education on a regular basis

2. EFFECTIVE AND EFFICIENT: Ensure the efficient, effective and technologically advanced operation of the ICM

Actions:

- Complete Information Technology (IT) projects including Technology Roadmap, LLQP, New Complaint Management System, On-Line Application, Licence Management System (LMS) accounting function
- Establish Video Conferencing Capabilities
- Complete Licensing Strategic Planning
- Complete Licensing Continuous Improvement project, engage Value Stream Mapping process, and complete Job Matrixes
- Ensure Alignment of Staff with strategic priorities
- Initiate Succession Planning process
- Support and encourage Staff Continuing Education
- Increase Education/Engagement of Council Members
- Explore opportunities and determine restrictions for E-Commerce in a Regulatory Environment

3. SERVICE: Enhance the ICM relationship with the licence holder

Actions:

- Conduct Licence Holder Survey(s)
- Initiate Meetings with Licence Holders
- Create and make available On-line Tutorials

- Conduct Agency Visits for both compliance and information purposes
- Establish Social Media / Communication Plan
- Circulate and Publish Strategic Priorities to stakeholders
- Increase activity and resources supporting “Best Practices” for licence holders

4. AWARENESS: Improve recognition of the ICM by consumers

Actions:

- Develop ongoing consumer “Recognition of ICM” Strategy
- Develop additional Consumer Information Resources

5. INFORMED ADVICE: Improve/Enhance the ongoing review by the ICM of regulatory matters and proactively seek the change where required

Actions:

- Review issues with Regulations / Act on an annual (minimum) basis and pursue amendments as required
- Pursue Changes to ISI Regulation 389/87
- Pursue Changes to Insurance Councils Regulation 227/91 regarding Council member terms