



# Manitoba Operating Agent Attestation COVID-19

## General Level 1 Insurance Agent - Work from Home Restrictions

Created Nov 18/20; updated Mar 8/21

The below Attestation is required from all Operating Agents if you have, or plan to have, Level 1 General Agents licensed in Manitoba working from home. Failure to file a signed copy with the ICM will delay the issuance of a General Level 1 Insurance Agent Licence.

Communication sent to all Operating Agents:

As you know, under Manitoba’s General Insurance Licensing Rules, Level 1 general agents are required to work inside the office of a general insurance agency and under the supervision of a Level 2 or 3 licence holder. Recognizing work from home plans and protocols being put in place by agencies to meet public health recommendations arising from COVID-19, the following plan has been made to assist industry with business continuity.

The Superintendent of Financial Institutions has approved that the requirement for Level 1 general licence holders to only work inside the office of a general insurance agency **will be suspended up to and including December 31<sup>st</sup>, 2021, with restrictions as outlined below, and with the Operating Agent completing and submitting this Attestation form to the ICM, confirming that your agency will abide by these restrictions.**

As the Operating Agent for the agency named below, I confirm that until end of day December 31, 2021:

- The agency has an appropriate supervision plan in place for all **Level 1 general agents** working from home;
- Although the supervision plan is not required to be filed with the ICM, ICM may at any reasonable time request and be provided with a written copy of the supervision plan;
- The business activity of the **Level 1 general agents** working from home will be restricted to processing renewals that do not have any amendments to coverage;
- Any changes to coverages or remarketing of policies for Manitoba clients will be referred to a Level 2 or Level 3 agent for action, and will not be completed by a **Level 1 general agent** working from home without first having been reviewed **and** approved by a Level 2 or Level 3 agent; and
- With respect only to Manitoba Public Insurance (MPI) auto transactions with no SRE, a Level 1 licence holder working from home may make coverage changes on the MPI policy as long as the Level 1 licence holder has consistent and immediate access to communicate with a Level 2 or 3 licence holder if required.

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Printed Name of Operating Agent/Broker Level 3 attesting to the above

\_\_\_\_\_  
User ID

\_\_\_\_\_  
Signature of Operating Agent/Broker Level 3 attesting to the above

\_\_\_\_\_  
Date

*Electronic signatures are accepted*

**Additional ‘News and Bulletins’ relating to licensing matters, and any change in the above circumstances, can be found on your Dashboard when logged into the [ICM Online Portal](#). COVID-19 related [FAQs](#) are also posted on the ICM website and within ‘News and Bulletins’. Check the Portal and website regularly for updates.**