

Enhancing Our Regulatory Framework and Stakeholder Experience

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We are excited to share the latest updates on our strategic plan, which focuses on *Championing Advancements in the Regulatory Framework, Improving the Stakeholder Experience, and Enhancing Communication Effectiveness.*

Key Initiatives:

- 1. Advancements in Regulatory Framework:**
 - We are actively working on submissions to the government for Corporate Licensing for insurance agencies and firms. This initiative aims to streamline the licensing process and ensure compliance with the latest regulations.
- 2. Improving Stakeholder Experience:**
 - Our team is dedicated to enhancing our online portal with cutting-edge technology. These enhancements will provide a more user-friendly experience for all stakeholders.
- 3. Communication Effectiveness:**
 - We are thrilled to announce the upcoming launch of our new and improved website. This website will feature distinct paths for Consumers, Licence Holders, and an added Examination Path for applicants. In creating the website, the ICM focused on key points such as accessibility, security, modern aesthetics, tracking tools, feedback mechanisms, clear messaging, engaging content, and intuitive navigation.



As we move into Year 3 of our Strategic Plan, we remain committed to our three large goals. Our continued efforts in these areas will ensure we provide the best possible service to consumers and to stakeholders.

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