



HIGHLIGHTS

The Newsletter of the FLMI Society of Waterloo

FALL 2002



President's Message

Here it is November 1 and we all survived Hallowe'en. The wet cold weather last night was disappointing and my turnout of scary visitors was down. Oh well, my husband will just have to force himself to finish all the leftover goodies. Today we are having a snowy blizzard and my boots are at home. This is a real reminder that Christmas is just around the corner.

I hope everyone will be able to attend our FLMI Dinner Meeting on November 20. It promises to be an interesting meeting with guest speaker Shelley Aubry, from the Talaria Group. She will talk about continual change and how to adapt ourselves to change in our lives. I know many of you were at our Spring Luncheon Meeting on May 14, to listen to Stephen Filby from Clarica discuss

trends in the insurance industry. Stephen also commented on the constant change to our industry as well. Our companies themselves are merging and growing. It is hard to imagine where the industry will be even five years from now.

I am coming to the end of my active term with the FLMI Board. The past 4 years have been a period of growth and experience gained, working with an interesting group of people. All the Board members have contributed to the successful meetings you attend and our newsletter. Each position you hold as a Board member builds your skills along the way. We are always looking for new members to join and learn more about the Society by becoming a Board member. No special skills are required, just

enthusiasm. Please think seriously about taking an active part in your Society.

Our two new Education Reps this year have done a great job promoting the LOMA courses. Many thanks to the instructors as well. And last but not least, thank you to the members who promote our Society by proudly using their designations and speaking out in support of our Society. We remain a strong and viable Society because of you.

Enjoy the newsletter and although my wish is early, have a safe and memorable Christmas.

Marianne Fletcher,
President
Nov. 1, 2002



FLMI Society of Waterloo - 2002 Board of Directors

| | | |
|-----------------------|--|---|
| President | Marianne Fletcher, FLMI, ACS Equitable Life | Tel: (519) 886-5110 ext. 272; Fax: (519) 886-7404 Email: MFletcher@equitable.ca |
| Vice-President | Kamala Chandran, FLMI, ACS Clarica | Tel: (519) 888-3900 ext. 7207; Fax: (519) 888-2990 Email: Kamala.Chandran@clarica.com |
| Treasurer | John Clayton, FLMI Clarica | Tel: (519) 888-3900 ext. 6320; Fax: (519) 888-3143 Email: John.Clayton@clarica.com |
| Secretary | Bev Davies, FLMI, ACS Lutheran Life | Tel: (519) 886-4610 E-mail: Bev.Davies@lutheranlife.ca |
| Past President | Nancy Longeway, FLMI, ACS Equitable Life | Tel: (519) 886-5110 ext. 352; Fax: (519) 886-7403 Email: NLongeway@equitable.ca |
| Board Member | Jean Markovich, FLMI, ACS, AIAA Manulife Financial | Tel: (519) 747-7000 ext. 44719; Fax: (519) 747-9835 Email: Jean_Markovich@manulife.com |
| Board Member | Maureen Trask, FLMI Manulife Financial | Tel: (519) 747-7000 ext. 38942; Fax: (519) 747-6102 Email: Maureen_Trask@manulife.com |

Non-Board Position - Education

We are pleased to welcome the following individuals who have kindly helped in filling our Education role: **Jodi Hall, Arca Financial Group** and **Kelly Wood, Clarica**. They were instrumental in getting the Fall Study Classes set up and available, including lining up the instructors and classroom facilities. We appreciate their generous assistance and enthusiasm.

The Board will be working closely with them and the company Education Representatives, along with Bill Pineau, The Canadian Education Representative for LOMA, to ensure we continue to provide timely and beneficial services for the students working towards their FLMI designations.

Member Companies

| | |
|---------------------------|---|
| Clarica | 227 King Street South, Waterloo, Ontario N2J 4C5 |
| Equitable Life | 1 Westmount Road North, Waterloo, Ontario N2J 4C7 |
| Lutheran Life | 470 Weber Street North, Waterloo, Ontario N2J 4G4 |
| Manulife Financial | 500 King Street North, Waterloo, Ontario N2J 4C6 |

UPCOMING EVENT

Wednesday November 20, 2002
Fall Annual Dinner Meeting
Guest Speaker: Shelley Aubry

Transylvania Club, Kitchener
Reception starts at 4:45PM
Dinner served at 5:30PM

Baskets will be on the tables for contributions to the Food Bank



We Appreciate Your
Contribution!

Recognition and Appreciation

Last year we celebrated our 40th Anniversary. Although we are not the oldest chapter, we are pretty darn close, at least in Canada. During this year, we have seen a lot of movement in our chapter leadership, letting us experience first hand the fact that change is a reality.

With our abundant thanks and best wishes, we want to recognize and acknowledge our warm appreciation for those who have contributed to our chapter, but due to circumstance not to mention change, are moving away from our area. Please join us in thanking each of them for their never-ending assistance, commitment and valuable contributions.

Nancy Longeway, Equitable Life for her leadership on the Board over the past years. She had to shorten her stint as Past President this year, giving in to the need for a career change. We're not sure about everything she's doing, but next time you see her, be sure to ask.

Jean Markovich, Manulife Financial for her representation on the Board over the past 3 years. Although she did not have time to take on an Executive role, she was always there to pitch in when needed and did an excellent job in working with the board. We reluctantly accepted her resignation for the next term, but truly appreciate her contribution. If her time frees up, we would relish the idea of welcoming her back to spend it with us!

Andrew Christians, Manulife Financial for his continued commitment to the board this year in helping with the newsletter. We will miss his wonderful sense of fun he brought into everything he did. We wish Andrew all the best in his new role at IBM.

Hilda Schwerdt, Lutheran Life who has graciously provided us with her wonderful reflections and words of thanks at our luncheons and dinners, is moving away from our chapter. Hilda has left Waterloo for Nanaimo, BC. All the best to Hilda in her new adventure.

Special thanks to **Italia Caccioppoli, Manulife Financial** who has been our FLMI and LOMA Education Representative for more years than many of us have been around. Her contribution will be greatly missed. We extend our sincere "Thanks" and wish her all the best in her new career, where she will be practicing the art of retirement to pursue some long-term goals and ambitions.

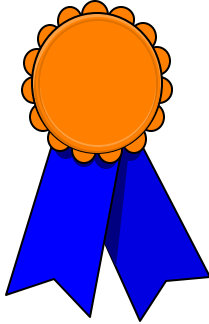


These individuals represent a wealth of experience, knowledge and good old "fun" for those of us who have had the opportunity to work with them on our chapter activities. We will miss you.

Remember we are only an email or phone call away, please keep in touch!

For those members who would like to help us fill some of these roles, please consider volunteering for your Society!

YOUR SOCIETY



NEEDS YOU!!!

We need volunteers to help in various roles:

- **Newsletter Publisher**
- **Education Program Representative**
- **Event Organizer**
- **Membership Administration**
- **Board Member**

This provides an opportunity to share your talents for a small commitment of time.

If you would like to volunteer or require more information, please contact a Board Member

Volunteering, a great way to contribute to your Society!

Interested in becoming a Board member of your Society?

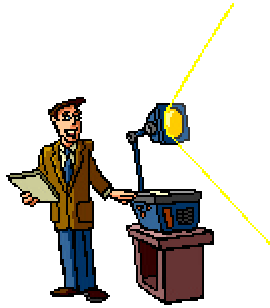
Here is another in a series of sketches outlining the duties involved...



Role of the Treasurer – by John Clayton

- Maintain financial records for the Society.
- Send membership fee payment request to all companies in our Society.
- Calculate meal charges for each company and send payment requests to each company in our Society.
- Receive cheques for all fees (also course fees) and deposit into the bank.
- Write and reconcile cheques for all Society expenses.
- Send donations on speakers' behalf to their chosen charity.
- Write thank you letters to speakers.
- Purchase gifts and promotional material.
- Purchase GIC's for investment.
- Prepare end of year financial statements.
- Ensure books are audited annually.

This is a great committee where everyone does something and everything gets done!



TRENDS IN THE INSURANCE INDUSTRY

Speaker Stephen Filby,

VP Strategy Development, Clarica

At our Spring Luncheon on May 14, Stephen Filby presented “**Trends in the Insurance Industry**”. Stephen painted the background on the Insurance markets with statistics to illustrate how Canada varies from the USA. He then painted the foreground to illustrate trends that are taking place through economic, demographic, legislative, technology and marketplace changes.

For some interesting background (source ACLI):

- 120 Life and Health companies operating in Canada, compared to 1,268 in the US at the end of 2000
- Protection to 22 million Canadians vs 162 million Americans
- During 2000 Canadians purchased 783,500 individual life insurance policies vs nearly 12 million Americans
- Canada held \$267 billion in assets under administration vs \$3.2 trillion (US) in the USA
- 56,300 people worked full time for life companies in Canada vs 483,100 in USA.



Some foreground trends included:

- Continued consolidation with fewer traditional players and new players emerging.
- More choice for consumers with new products and greater access.
- E-business will grow.
- Face-to-face advice will still be valued
- Keys to survival – size and competitive edge.

We can all rest assured that change is the constant in our industry and that we will need to continue adapting at a very rapid pace. This is what makes Insurance and Financial Services such an exciting industry. Change is exciting for me, as I'm sure it is for you as well.

Stephen did a great job in taking the place of Barry Triller, Designated VP Retail Operations, Clarica who was unavailable.

“Thanks” to Stephen for painting such a clear picture of our industry today and bringing to the forefront the trends in our industry!



Written by Maureen Trask, FLMI, ACS, HIA

LOMA's 2002 Annual Conference and FLMI Conferment

The annual conference held October 6-9 in Toronto at the Westin Harbour Castle was attended by Bev Davies, Lutheran Life and myself, Manulife. As a new member to the Board and Bev experiencing her new role as Secretary, attending the conference was a beneficial and enlightening experience for both of us.

We arrived early, setup our table with banners, pins, photos and our anniversary memorabilia for the reception and were ready to meet our fellow members. What we didn't expect was how many attendees there were and some from as far away as Slovakia (AMSLICO), Trinidad and Tobago (Barbados Mutual Life), Bahamas (Family Guardian), Korea (Prudential of Korea), Pakistan (State Life) and yes, believe it or not Cairo, Egypt (Pharaonic American Life). The U.S.A. had the largest representation, with State Farm having the most members attending - too many to count, holding their own reception in a very large room. Canada had small but mighty representation.

To entice fellow members and guests to our reception table, we setup a draw for a LOMA gift. It was so interesting meeting all these exciting people from a variety of insurance companies and places. Bev and I ended up splitting our time in visiting the other chapter tables, she did half, I the other. Our only challenge was identifying the two winners so we could personally give them their gift – this was accomplished on our last day, just before the banquet. The lucky winners were Randy Whittles of Pekin Life with the Central Illinois Society and Valerie Patton with Pacific Life in San Diego, California.

Had we known that so many people were unaware of K-W, we would have brought a map. I was naive in thinking that everyone had heard of Oktoberfest and our notoriety around our annual festival, boy was I wrong! Next year we'll have to ask the mayor for pens (where's Dom when you need him) and Oktoberfest officials for marketing materials to share.

Down to business: The keynote address was made by Tom Connellan, a leading authority on the subject of organizational structure and change, discussing how to make the right things happen in a changing world. This seemed fitting with the ever-changing world we are confronting. Yes, he is also a best selling author of seven books including *Inside the Magic Kingdom: Seven Keys to Disney Success*.

The sessions held for board members - yes that's Bev and I and we did attend, provided information that was educational, informative and useful. It was interesting to learn how the various chapters tailor and grow their societies in so many different ways. We were also impressed by LOMA's receptiveness in hearing about changes that we

need as a society to continue to provide value for our members and member companies. Through our Officer Training sessions and the Board Breakfast (7AM to make sure we didn't miss a moment) we learned quickly that LOMA is a large organization, providing valuable services for FLMI Societies worldwide, not just North America.

Networking opportunities were plentiful. Throughout the conference we established new connections with fellow members and LOMA representatives. When Greater Boston learned that we celebrated our 40th Anniversary, we quickly compared notes and got an invite to join them in their 60th anniversary celebration next November. For those into FLMI trivia, they are the oldest and largest society. I was pleasantly surprised to meet Emma Kearns, who has recently transferred from the Toronto chapter to ours. She is with Manulife and was formerly with Zurich. She also tells me there will be more staff coming from Toronto before yearend – we warmly welcome you!

So what happened on the lighter side? There were excellent entertaining speakers. Harold Taylor spoke to the 90 Minute Hour covering the myths of time management and making time work for you. Dr. Lauren Woodhouse amused us with her energetic and thought-provoking presentation on how to approach the world and the people in it with a sense of play in order to make every aspect of your life thrive amidst constant change and chaos. This was followed by Bob Hirschfeld who took a very satirical look @ the Digital Age. After his entertaining presentation, it's a challenge to see the benefit technology has brought us. I should also mention that we did have time for an Excursion to the local sites and sounds of Toronto, including the Hockey Hall of Fame and a too short tour (outside only) of Casa Loma. I guest we'll be back to see more.

The 2003 Conference will be held in charming **San Antonio, Texas**. Mark your calendar for **September 28-30!**



Written by Maureen Trask, FLMI, ACS, HIA



Who's the Winner?

The lucky winner of the FLMI gift in the survey draw was **Hilda Schwerdt** of Lutheran Life – congratulations!

In tracking Hilda down with the good news, we learned that she had sad news – she's leaving Waterloo and moving to Nanaimo. We caught her in time to extend our best wishes and thank her for her past help and time she spent with our chapter. If a chapter starts up in Nanaimo, we know who's behind it!



Keeping in Touch with your Society

Keeping in Touch: Please contact your company board member or use [the webmaster](#) email link on this site to inform us of changes in your contact information if you retire or move.

Current and past members can stay informed about our local chapter:

simply visit the FLMI Society of Waterloo site at

<http://fp98.sentex.ca/flmiwat/>

“Thanks” to **Fran Miller**, Equitable Life for maintaining our Chapter website.



LOMA Online – Useful Sites

For LOMA and FLMI information:
visit the LOMA site at <http://www.loma.org>

FLMI's have been forming local professional organizations since 1943.

FLMI Societies provide society members, LOMA students, and other insurance professionals with opportunities for continuing education and professional development.

For more information on [FLMI Societies](#)