

ETHICS REQUIREMENT

Effective January 1, 2010 **resident** licensees must complete a Council approved ethics course that is at least three hours in duration.

The bylaw respecting the ethics training indicates all *existing resident licensees* must, within 3 years from January 1, 2010, complete an ethics course.

Individuals that *become licensed on or after January 1, 2010*, must within three years of becoming licensed, complete an ethics course.

All resident licensees will then be required to complete an ethics course within subsequent five year cycles.

Credit hours earned for an ethics course can be applied towards a licensee's continuing education requirements.

The Ethics Courses that have been approved for this requirement include:

- ILS Learning Corporation
Successfully completing the Ethics and Insurance Professional course (Parts 1, 2 and 3)
- Insurance Institute of Saskatchewan
Successfully completing the Ethics and Insurance Professional course (J. MacKenzie presenter)
- Marsh Canada Limited
Successfully completing the Marsh Ethics course
- McCuskee Consulting Ltd.
Successfully completing the Broker Ethics course

Licensees can utilize the individual licensee search on the Council website to determine their ethics requirement deadline. The website address is www.skCouncil.sk.ca/search/searchhome.htm.

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COUNCIL STAFF

Licensees will also be reminded on their Annual Reporting Form of the ongoing ethics requirements and the time frame in which the requirement must be completed.

Council has received Ethics Certificates from some of the course providers and has updated the appropriate licensee files.

Licensees are encouraged to check the Council website to determine if we have recorded your attendance at an ethics course. If we have received confirmation, the ethics deadline date should have an "Ethics Course Deadline in 2018".

If you have taken an ethics course that has not been reported to the Council office, please provide our office with a copy of the certificate of attendance so we may update your file accordingly.

Any questions regarding this requirement can be addressed to the Council staff.

BROKER COURTESY

The following was provided to Council and raises issues that deserve comment.

“When our office assumes a client/policy from another office, we believe that our office is owed the courtesy of a broker letter. We additionally, either send the old policy direct to the insurer for flat cancellation or send it back to the broker (agent) should we not have a relationship with that insurer. We have become frequently more frustrated when fellow brokers do not provide the same courtesy. This results in having to track the client down and/or cancelling the policy for non-payment which is *totally* unnecessary had the new broker provided the courtesy.”

Council believes the following minimum standard of courtesy between insurance agencies should be observed:

- When an agency takes over a piece of business it is incumbent on the new broker to determine if the client has in fact cancelled the existing insurance, and if not, get their new client to sign a cancellation notice. This signed notice is to be sent to the insurer being replaced and as a courtesy provide a copy of the cancellation notice to the insurance agency losing the business.
- What is not acceptable is for the new broker to simply tell the other broker they are being replaced and expect the other broker to try and get their former client to come in and sign a cancellation notice.
- The only person who can cancel a policy that is in force without causing adverse consequences for the insured is the insured.

- The courtesy that Council is recommending does not remove the right of an agency being replaced to request the insurer to cancel a policy for non-payment if the policy has been in force and the insurer refuses to flat cancel the policy.

ANNUAL REPORTING FORMS

The annual reporting forms are being sent by email to the email address the licensee has provided on their previous annual reporting form. All others, are mailed to the licensee.

When the licence is renewed, the licensee will receive a receipt for payment which is confirmation of renewal. Licensees and insurers are encouraged to utilize the licensee search to confirm the status of a licence. The website is updated daily to ensure current information is maintained.

DISCIPLINARY DECISIONS

The disciplinary decisions can be found on the main page of the website.

Any licensee who uses disciplinary decisions to discredit another licensee or any other person may be guilty of misconduct.