

CANADIAN CHINESE INSURANCE PROFESSIONALS ASSOCIATION



CCIPA NEWSLETTER

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加華保險專業協會

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Inside This Issue

- 1 Upcoming Events/ New Board Member
- 2 Newsletter Editor's Message
- 2 Past Events Report / Members' Corner
- 3 Articles / Industry events
- 4 Message from the President

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Upcoming Events

Please mark your calendar for the upcoming events. Listed below are a few of many upcoming fun events. Please stay tuned for further registration details. We look forward to seeing you at all upcoming events.

CCIPA Chinese New Year's celebration - February 28, 2020

Location: Elegance Chinese Cuisines & Banquet

Join us as we say goodbye to the year of the Pig and welcome the year of the Rat! We will enjoy an amazing Chinese dinner, visit from God of Fortune, Paul Ng the Geomancer and games!

To register online: <https://www.ccipa.com/CNY2020form.html>

Sports Fun day: Ping Pong - March 27th, 2020 1-5PM

Location: My Table Tennis Club Markham, 80E Centurian Drive, Markham ON

For 2020, CCIPA is looking to get active! We will be introducing various sports events throughout the year. Our first event will be ping pong!

Free for Members!

Keep an eye out for an invitational email!

CCIPA Ethics Seminar - Special Risk Ethics Seminar (1-hour RIBO) - May 5th, 2020

Do you need your RIBO hours? CCIPA is please to have Neville Harriman, VP from Specialist Risk Insurance Managers as our guest speaker. He will be speaking about the following topics:

Fair Treatment of Customers

Integrity & Disclosure / Conflicts of Interest

Product Suitability

Client Practices "Best Practices"

Broker of Record ("BOR") Letters / Portfolio Transfers

Canadian Chinese Insurance Professionals Association
加華保險專業協會

新年快樂!
恭喜發財 萬事如意!

Chinese New Year Celebration Dinner
Friday, Feb 28, 2020
Elegance Chinese Cuisine & Banquet

CCIPA Canadian Chinese Insurance Professionals Association

Opinions expressed are those of the authors and do not necessarily reflect the views nor the endorsement of CCIPA.

Newsletter Editor's Message

Dear Members and Friends,

We hope you all enjoyed your holiday season and the emails are not too piled up! Many of us are still enjoying the gifts we won at the Annual CCIPA Christmas party! We want to thank all our sponsors who made the event possible, and special thanks to CIS Insurance Brokers for being our 2019 Title Sponsor!

The New Year's celebration has not ended yet! We would like to invite all our CCIPA Members to join us for our Annual CCIPA Chinese New Year's celebration which will feature Chinese delicacies and performances.

With the New Years, most of us have the usual resolution of getting healthier. In order to support that, the CCIPA is initiating a new event for our members, Sports day! Key an eye out for invitations to our sporting events. Our first even is Ping Pong! Pros and beginners are welcomed!

Also, a quick reminder that membership renewal will be coming up. Please ensure you renew your membership as this will allow our partners at ARAG to continue to provide free legal advice for our members!

Otis Wong, DGA Careers

Member's Corner

CCIPA invites and encourages all interested individuals, affiliated or working within the insurance industry, to join our insurance professional community network. Please introduce the CCIPA to your peers and contact our board directors for further details. The membership application form can also be downloaded from our website.

Please remember to renew your memberships as only members can use ARAG's free legal service and join us on our Ethics Seminar!

Welcome New Members!

Please join me in welcoming our new members!

Hugh Fardy, Arthur J Gallagher Canada Limited

Welcome our New corporate members from Aviva!
Jonathan Chow, Owen Ting, Ngaki Ko

Past Events

CCIPA Christmas Ball

We would like to extend our gratitude to CIS Insurance Brokers LTD for being this year's Title Sponsor and Excess Underwriting for being this year's wine sponsor. We also appreciate all our friends who sponsored this event to make it such a success! Our members got to take home gifts, get excited for every raffle prize and participate in our ping pong game!



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Industry Events:

February 25, 2020 — Insurance-Canada.ca Technology Awards at Beanfield Centre, Exhibition Place, Toronto

March 6th 2020 – Insurance Institute Curling Bonspiel at TAM Heather Curling and Tennis Club

Article: So You Made a Mistake at Work. Here's How to Fix It.

MARIANNE HAYES | September 3, 2019

We all make mistakes. It's inevitable. But owning up to a blunder at work isn't always easy.

1. Accept Responsibility ASAP

This one carries a lot of weight. "Any mistake you make, you want to own up to it first, and you want to do it pretty quickly because festering wounds only get worse," says organizational psychologist Michael "Dr. Woody" Woodward, PhD. "Even if you are only responsible for 1 percent of what happened, you have an obligation to take care of that 1 percent before you start pointing the finger at anybody else." There's science to back it up. Researchers from Ohio State University say that acknowledgment of responsibility is the most important element of an effective apology. Not surprisingly, committing to undoing the damage and fixing what went wrong comes in at a close second.

2. Understand the Ramifications of Your Mistake

Some mistakes cause a ripple effect that impacts your coworkers, clients, or others. Part of owning your mistake is backing up and taking a 360-degree view of the fallout. "In a lot of organizations, your work is a cog in a larger system," Woodward says. "If it creates more pain for someone else, you need to understand the impact of your mistake and address all the folks who were impacted. "Did your slip-up result in a missed deadline, lost revenue, or someone else having to work extra hours? Part of business maturity, according to Woodward, is understanding a mistake's ramifications and directly apologizing to anyone who was affected.

3. Make a Plan to Prevent It from Happening Again

Unless it's a one-off mistake that's unlikely to reoccur, part of making it right is creating systems to prevent it from repeating itself. Woodward says this involves reverse-engineering your mistake and pinpointing exactly where things went wrong. From there, communicate to the affected parties what you've put in place to make sure it doesn't happen again. At the end of the day, people don't want assurances — they want a plan. "If you face something that's out of your comfort zone or your skill set, you can ask for assistance the next time instead of just trying to go it alone," Levit says. "If someone is giving you instructions, clarify things right then and there instead of nodding and smiling and then realizing later you have no idea what you're doing."

4. Get Ahead of the Gossip

Own your own story and take control of the narrative before word gets out that something went sideways.

"In the absence of information, people write their own stories and come up with their own versions of facts, so that's why it's important to be in front of the story and not behind it," Woodward says.

The last thing you want is to be the subject of office gossip, especially considering how easy it is for things to get lost in translation once people start playing telephone. Transparency paired with a sincere apology is the way to go. Experts also recommend asking trusted colleagues for their perspectives. Do they have any advice for how you can bounce back from your mistake?

5. See Your Mistake as a Teachable Moment

It's more than possible to learn something valuable from your mistake. Woodward calls this "failing forward. "Many entrepreneurs have a strong belief in failure as an opportunity," he explains. "Failing forward is making the mistake, stopping, understanding what happened, and then making a fundamental change to how you operate so that it doesn't happen again. "In other words, quiet your ego and take a good look inward to discover the lessons you can take away from the experience in order to continue growing. The upside is that trial and error does appear to help us learn better.

Nobody likes to be wrong, especially in full view of the boss, but setting things right can help you earn the kind of reputation that leads to a successful, profitable career.

"It's human nature to be defensive or deflect blame, but what you really need to think about is the long game, which is how you want your reputation to be perceived at work," Levit says. "Isn't it better to be known as someone who's honest, assertive, and takes ownership over their own behavior?"

President's Message

Dear Members and Colleagues,

Kung Hei Fat Choi! Happy Chinese New Year!

Joined me with our Board of Directors team, wishing you all a Good Health, Good Luck, and a Year filled with Success!

The Year of Metal Rat brings more energy, new beginnings & opportunities.

This reminds me of 'Cheese'. Despite all the distractions in my daily life, I finally have the chance to re-read the book 'Who moved My Cheese?' by Dr. Spencer Johnson. This story is about two mice (Sniff and Scurry) and two people (Hem and Haw), showing how every one of them reacts to Changes in work environment and life (i.e. life aspirations such as wealth, career, relationships etc.). No matter how many times I've read the story, it is always relatable to life changes I have encountered, as well as the people and surroundings I have come across in the past.

Here is a brief description on the four characters in the book:

- Sniff, who sniffs out change early;
- Scurry, who scurries into action;
- Hem, who denies, and resists change as he fears it will lead to something worse;
- Haw, who learns to adapt in time when he sees changing can lead to something better

Which character are you?

Both Sniff and Scurry possess admirable traits in search of new "Cheese" (aspiration). They are courageous and direct with their actions, yet as humans I see these traits as the foundation for even greater success. In our reality, there are many people like 'Hem' around us, prefer to stay inside the comfort zone, fearful to take on fresh challenges or accept changes. There are also people like 'Haw', who have their struggles of 'overthinking' 'overanalyzing' and 'self-doubts', before making any moves. Perhaps a blessing in disguise, as Haw realizes the 'Old Cheese stock' is running out, the urgency pushes him to conquer his fears and adopts a positive mindset on his quest for new "Cheese". In the end Haw has shown to be the most influence among all characters because he has a strategy to locate multiple "Cheese" stations, which prove to be beneficial to others who may step foot on the same quest for "Cheese" in the future.

Sometimes, it is okay to ask yourself, 'What would you do if you weren't afraid?'

May be, thinking of joining CCIPA Board as a director?

Contributing your time & effort in a non-profit organization is a challenge. However, you have never imagined how much you would earn from this experience.

- Contributing not only the expertise & talent to insurance industry, but also give back to the community.
- Expand your network working with a group of volunteers from various professional backgrounds & levels of position.
- Opportunity to enhance leadership, sense of accomplishment
- Establish your own legacy within the industry and community
- Last but not least, fun time always

Seeking for a new ambition? A rewarding journey to showcase your leadership?

We encourage you to join us as a member of the CCIPA Board.

Louisa Hui
CCIPA President