

CANADIAN CHINESE INSURANCE PROFESSIONALS ASSOCIATION



CCIPA NEWSLETTER

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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.

Upcoming Events

CCIPA Virtual Christmas party

Date: December 10th, 2021

This year, CCIPA will be hosting a virtual Christmas Party for our members which will include gifts, performances, and other exciting games with many prizes to be won! Keep an eye out for our email invite!

Past Events

Date: August 11, 2021, Wednesday, 4:00pm - 6:00pm

Platform: ZOOM

Topic: Disaster Recovery and Business Continuity

The Disaster Recovery & Business Continuity course is designed to provide key concepts on how you prepare for various types of natural disasters and crisis situations. A crisis is a situation that is serious and immediately threatens one or more of an organization's four vital assets: life, property, operations/income, and reputation. A crisis situation is characteristically uncommon, unpredictable, and sudden. They also demand immediate responses in order to save lives, avert secondary damage, and restore normal operations. This course will help you navigate through a number of situations, and provide guidance on how to recover after the crisis has occurred.

Category: Two-hour RIBO CE Technical Credit

Presenters: Peter Sandica & Albert Poon

Newsletter Editor's Message

Dear Members and Friends,

As we say goodbye to the warm season, I cannot stop to think how fast this year has flown by! We were not able to host our annual golf tournament this year due to the limitations of covid19 restrictions, but we are excited to host our virtual Christmas Party this year! Please keep an eye out for details! If you are interested in sponsoring the event, you can contact any of member of the board!

Speaking with the board, I'd like to welcome our newest Member, Peter Lee who will be joining us as Director of Membership. Peter's goal is to help support the growth of our CCIPA membership. Hopefully as we enter 2022, we will be able to host more events face to face and finally get to see everyone again. Until then, I look forward to seeing you all at our Virtual Christmas party!

Otis Wong, DGA Careers

Welcome to our New Director: Peter Lee



Peter Lee is currently a branch manager at Chat Insurance Services Inc for Steeles Branch which is located at the intersection of Woodbine and Steeles Ave East in Markham. He first started his insurance career as a Life Insurance Agent with RBC Insurance in 2011 and moved on to become an insurance broker in 2013 with Brokerteam Markham Branch, which then became Chat Insurance.

Having completed his CAIB designation in 2017, CIP in 2019 and RIBO Level 2 in early 2020, Peter's passion for insurance came from the seeing how the work he did everyday always offered something different, such as how every client and every case is different in some way or another, allowing him to learn something new from each client case and grow professionally.

Peter's interests and hobbies outside of insurance include passions in various activities like golfing, singing, and culinary where he was lucky to meet people who shared the same interests. These interests also taught him how to become a more prepared and patient person especially when facing pressure, regardless of if the work or personal matters. Peter is fluent in English, his mother tongue Cantonese and Mandarin.

Member Benefits

ARAG - 24/7/365 - Legal Hotline offers members is unlimited telephone access to accurate and truly independent legal advice through the helpline. Now with virtual wallet!

Legal Advice Helpline
1 844 901-2724

1 844 901 ARAG | Available 24 hours 7 days a week



STER-OL offers our members discount and complimentary dis-infection service for our homes, office and vehicles.



Member's Corner

Good News! Members are now able to renewal, register and even pay online! For information on E-Transfer, please use the link below.

Please note, memberships are due. Please visit the link below to renew your membership.

Membership link:

<https://www.ccipa.com/membership/>

Congratulations to our VP Maggie Yang: Finalist Cansure Award for Insurance Broker of the Year

I am extremely honored to be one of the finalists of Insurance Business of Canada. As someone who is only been in the industry for 2 years, I am humbled by the honor knowing there are so many peers more worthy than me. I credit this achievement to my mentors, my own passion for high-standard client service and teamwork spirit. My involvement in CCIPA has also been very beneficial when it comes to education and professional networking. I look forward to sharing insights and learn from my counterpart at the upcoming IBC award event.



Spotlight Words from our CCIPA Founding Director - Anita Kwan

CCIPA is launching a series of spotlight interviews with a variety of industry people to gauge their insights as to their own insurance experience, what advice they can offer young professionals and what the future holds for this business.

Our first guest speaker is Anita Kwan, Partner, Asian Practice unit at Hub International, formerly known as HKMB. Anita has been in the insurance industry for 46 years, having previous experience at Continental Canada (formerly Lombard and now Northbridge Insurance) before joining HKMB in 1996 and becoming a Partner in the firm by 2006.

Anita was one of the Founding Directors of CCIPA when the Association incorporated in 1998. Besides being a former board member of CCIPA, Anita also served as a CCIPA President. During our discussion she shared some advice for new insurance professionals just starting their careers and what she sees are developing trends in the insurance industry.

"Initially, I wasn't planning on having a career in insurance. I had a background in teaching and was teaching business courses before I got a chance to learn about the business after getting into secretarial roles in an international brokerage in Hong Kong. One important thing I learned is that insurance involves almost everything pertaining to everyday life," Anita said, adding that working in insurance meant she was never left bored!

While many businesspeople would cite a specific mentor that guided them along their careers, Anita found it was more important in her 46-year career to have people ask her "prompting" questions instead of just giving her an answer about something she didn't understand. "When I asked a question about something, instead of just telling me I was asked prompting questions, thereby allowing me to learn and apply it to other situations," she said.

Another important point is to care about your customers, the need to understand the coverages you're promoting or selling and to identify the needs of the client and ascertain if their expectations are met. "You have to care about their businesses and properties as though they are yours," Anita said. This helps to strengthen the relationship, not only for insurance dealings but building on your own personal networks.

"It's a very detail-oriented job, and I know it's not easy, but it makes a huge difference between the larger brokerage firms and the smaller independent brokerages when it comes to fostering the relationship and building on them." Even though brokers don't normally deal with claims, sometimes brokers must help facilitate that process, even though it can be frustrating because there is no commission to be made on doing claims, but it is the only time brokers can perform and differentiate yourself from the other.

When it came to recalling challenges she faced, Anita recalled at the earlier time back at Continental when she felt stuck in a position that made her felt lost as she had no idea how the insurance market operated in Canada. She took the risk to leave a rather stable and comfortable job and obtained the RIBO license and got involved more with non-profit and business associations, which she believed could translate them to leads for new business.

For Anita a lot has changed about the industry since the pandemic, and even before then. Personal lines business has turned to more online platforms that allow consumers to shop around independently. Brokerages will have to look at a more hybrid online/in person model.

However, she still sees that some people will continue to prefer dealing with a broker in person, as the consumer may not have the time to seek out insurance quotes themselves and still want to rely on an expert. "Whether its small commercial or personal lines, companies and brokerages have to look at hybrid models as there will be both customers who want to buy online and others who want to rely on an expert. Smaller brokerages may not be able to accommodate hybrid models, but larger firms would be in a better position to support both sales models".

Anita's last bit of advice: 'Work Hard' because it's a continuous learning process and it's almost not a nine to five role anymore. "Know your business, read the policy, know what you are selling! You need patience and time to be in the insurance business for the long term."



President's Message

Dear Members & Colleagues,

Time passes quickly as we are already in the last quarter of the year, but I am so excited to see many businesses return to a state of normalcy. Even though we understand that the recovery is going to take some time, we are adjusting our daily lives with the new normal.

At the very least, we may dine in, we may do shopping and we may meet friends in person. But to protect ourselves and other people, we find that continuing the practice of social distancing & wearing masks are still an effective way for preventing the spread of disease.

CCIPA is organizing our annual Christmas event in December. In consideration of health & safety conditions, the Board has decided to host this event virtually this year. Please watch for our event registration email for more details; you will find it a fun and joyful evening!

We are adding a new section called "Spotlight" in our newsletter, where we interview industry professionals who share their insights and experiences to us. I really appreciate our first guest, Anita Kwan, for taking the time to participate our interview. I've known Anita since 2006. She was the first person who introduced me to the broker world and she was one of my mentors in commercial insurance. In her busy life, she has been continuously and actively supporting CCIPA. Her strong will and her persistency make her profession career with 46 years long standing in insurance industry. Thank you Anita! Who could our next Spotlight guest be? Look out our next issue in 2022.

Wishing you all a fantastic Fall season!

Stay Healthy!

Sincerely,
Louisa Hui
President, CCIPA
Louisa.ccipa@gmail.com



Canadian Chinese Insurance
Professionals Association