

# 2006 Annual Report



*Office of  
the Consumer  
Advocate for  
Insurance*



Consumer Advocate for Insurance.

Défenseur du consommateur en  
matière d'assurances.

May 11, 2007

The Honourable Eugene McGinley, Q.C.  
Speaker of the Legislative Assembly of New Brunswick  
Legislative Assembly Building  
P.O. Box 6000  
Fredericton, N.B.  
E3B 5H1

Mr. Speaker:

Pursuant to subsection 10(1) of the *Consumer Advocate for Insurance Act*, I am pleased to submit the annual report on the activities of the Office of the Consumer Advocate for Insurance for the 2006 calendar year. It also contains a summary regarding the total amount assessed against insurers for the fiscal year ended March 31, 2006 under section 11 and the amount paid by each insurer.

Respectfully,

Ronald Godin  
Consumer Advocate for Insurance for New Brunswick

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## **1. INTRODUCTION**

Subsection 10(1) of the *Consumer Advocate for Insurance Act* reads as follows:

*10(1) The Consumer Advocate shall report annually to the Legislative Assembly concerning:*

- (a) the activities of the Office of the Consumer Advocate in the preceding year; and*
- b) the total amount assessed against licensed insurers in the preceding year under section 11 and the amount paid by each insurer.*

The Consumer Advocate for Insurance has been on the job since January 1, 2005. The first annual report was tabled on October 25, 2006. The time has come, therefore, to present the second annual report of the Consumer Advocate for Insurance for New Brunswick.

The first year was devoted largely to setting up the Office of the Consumer Advocate, hiring and training staff, learning the language of the industry and the way it operates in New Brunswick, as well as delivering services.

The first year was more one for observing, making contacts, and gathering information from the insurance industry and consumers alike.

This second year was an opportunity for us to continue to develop and enhance our insurance know-how while remaining at the service of consumers and the Legislative Assembly. We also turned to other aspects of our office's mandate last year, such as public education regarding insurance, awareness-raising among youth, and development of a Web site to promote our services, educate the public, and protect consumer interests.

We now have a better sense of the insurance industry in New Brunswick and can thus conduct a more thorough analysis of the situation, enabling us to issue a greater number of relevant recommendations, this year, for the benefit and well-being of consumers.

## **2. ADVOCATE'S RESPONSIBILITIES**

The *Consumer Advocate for Insurance Act*, chapter C-17.5 of the New Brunswick Acts, was assented to on June 30, 2004 on the recommendation of the Legislative Assembly. The Consumer Advocate for Insurance was appointed on December 21, 2004 for a 10-year term, commencing January 1, 2005.

Subsection 7(1) of the *Consumer Advocate for Insurance Act* stipulates that the responsibilities of the Consumer Advocate are as follows:

*7(1) The Consumer Advocate shall*

- (a) examine the underwriting practices and guidelines of insurers, brokers, and agents, and report the use of any prohibited underwriting practices to the Superintendent;*
- (b) conduct investigations in relation to insurers, brokers and agents concerning
  - (i) the premiums charged for contracts of insurance, and*
  - (ii) the availability of contracts of insurance;**
- (c) respond to requests for information with respect to insurance;*
- (d) develop and conduct educational programmes with respect to insurance for the purpose of educating consumers; and*
- (e) carry out tasks or investigations in relation to insurance matters or the insurance industry as directed by the Legislative Assembly.*

Subsection 7(2) provides that *the Consumer Advocate may appear before the New Brunswick Insurance Board established under the Insurance Act to represent the interests of consumers (...).*

Subsection 7(3) stipulates that *the Consumer Advocate may appear before the Board of Commissioners of Public Utilities to represent the interests of consumers at hearings the Board of Commissioners is authorized to hold under the Insurance Act (...).*

### **3. OFFICE OF THE ADVOCATE**

The Office of the Consumer Advocate for Insurance began operating officially on March 7, 2005. The office has a permanent staff of four. In addition to the Consumer Advocate, the other employees are:

Pauline Lafortune: Administrative Assistant

Sandra Godin: Assistant Advocate

Brian Teed: Assistant Advocate.

The three assistants all have work experience in the insurance industry. The two assistant advocates had 15 years' and 30 years' experience, respectively, in the insurance industry as adjusters on joining the Office of the Consumer Advocate.

The office itself is located at 270 Douglas Avenue, Suite 406, Keystone Place, Bathurst.

Last year marked the first full year of operations of the Office of the Consumer Advocate.



## **4. ACTIVITIES OF THE OFFICE OF THE CONSUMER ADVOCATE**

### **4.1 Presentations by the Advocate**

The Consumer Advocate gave presentations on the Office of the Consumer Advocate and the insurance situation in New Brunswick to the following clubs, groups, and associations:

- Club Richelieu de Grand-Sault  
Grand Falls  
January 30, 2006
- Bar Admission Course  
Fredericton  
February 7, 2006
- Bathurst Rotary Club  
Bathurst  
February 20, 2006
- Collision Associates  
Fredericton  
April 18, 2006
- Canadian Claims Insurance Managers Association  
New Brunswick Chapter  
Moncton  
May 10, 2006
- YMCA  
Saint John  
June 27, 2006
- Association Acadienne et Francophone des Ainées et Aïnés du Nouveau-Brunswick  
Annual General Meeting  
Petit-Rocher  
October 21, 2006
- Université du 3<sup>e</sup> âge  
Beresford  
November 20, 2006

## **4.2 Rogers Television**

The Consumer Advocate was twice a guest of the “Franc Parler” show on Rogers Television in Moncton on the following dates:

Franc Parler – Moncton – April 4, 2006

Franc Parler – Moncton – November 14, 2006.

The show featured a question period conducted by the show’s host followed by an open-line segment where viewers could call in live to ask questions or voice their opinions.

## **4.3 Open House Sessions**

The New Brunswick Insurance Board, together with the Office of the Consumer Advocate for Insurance, hosted a series of open house sessions on automobile insurance in New Brunswick.

New Brunswick drivers were invited to meet with representatives of the Insurance Board and the Office of the Consumer Advocate. We were on hand to personally answer questions, provide information, and offer assistance in connection with individual situations. The itinerary for the provincial tour was as follows:

Moncton:	May 23, 2006
Fredericton:	May 24, 2006
Saint John:	May 25, 2006
Edmundston:	May 29, 2006
Bathurst:	May 30, 2006
Tracadie-Sheila:	May 31, 2006

Miramichi: June 1, 2006

The tour was a success and allowed the Office of the Consumer Advocate to meet with hundreds of consumers in their respective regions.

#### **4.4 Meetings**

The Consumer Advocate took part in a number of meetings to become better acquainted with the insurance industry and the people who work in it. These meetings, which the Consumer Advocate also attended to give his office greater exposure and enhance its credibility, included the following:

- Auto Insurance and the Consumer

Halifax: April 20, 2006 (a.m.)

Participants:

- Representative of the Nova Scotia Insurance Review Board
- Representative of the Government of Nova Scotia
- Nova Scotia Superintendent of Insurance
- New Brunswick Superintendent of Insurance
- Consumer Advocate, Alberta
- Consumer Advocate, Nova Scotia
- Consumer Advocate, New Brunswick

- Auto Insurance Consumer Advocates of Canada

Halifax: April 20, 2006 (p.m.)

Participants:

- Ronald Godin: Consumer Advocate, New Brunswick
- George Jordan: Consumer Advocate, Nova Scotia
- Merle Taylor: Consumer Advocate, Alberta

- Insurance Bureau of Canada

Moncton: June 26, 2006

Meeting with representatives of the Atlantic office of the Insurance Bureau of Canada to discuss various subjects pertaining to automobile insurance in New Brunswick.

- Meeting of the three levels in New Brunswick

Fredericton: October 12, 2006

Meeting of representatives of the following three offices:

- New Brunswick Insurance Board
- Superintendent's Office – Department of Justice
- Office of the Consumer Advocate

One-day meeting to discuss various concerns relating to the insurance industry in New Brunswick.

- Meeting of provincial consumer advocates

Toronto: October 29, 2006

Participants:

- Merle Taylor, Consumer Advocate - Alberta
- George Jordon, Consumer Advocate - Nova Scotia

- Ronald Godin, Consumer Advocate - New Brunswick

- Meeting with the Insurance Bureau of Canada

Toronto: October 30, 2006 (a.m.)

Meeting with the President and CEO of the National Office of the Insurance  
Bureau of Canada

- Meeting with the Facility Association

Toronto: October 30, 2006 (p.m.)

Meeting with the President and CEO and other representatives of the Facility  
Association of Canada

#### **4.5 Submission of First Annual Report**

Fredericton: October 25, 2006

Submission of the first annual report (2005) to the Clerk of the Legislative Assembly,  
followed by a press conference to present an overview of the report and answer questions  
from provincial media.

We distributed nearly 500 copies of the annual report, which is also available on our Web  
site.

#### **4.6 New Brunswick Insurance Board**

The Consumer Advocate had to intercede with the New Brunswick Insurance Board twice in  
2006 to alert it to two situations liable to cause major problems for consumers in two specific

areas of automobile insurance in New Brunswick. The first situation, in April 2006, had to do with premiums of the Facility Association for direct compensation for commercial vehicles. The second, in July 2006, concerned the rates being charged by the Facility Association for direct compensation for motorcycles, winter vehicles, and all-terrain vehicles.

In both cases, the Board responded quickly and efficiently by issuing orders in these two problem areas for consumers.

Besides keeping an eye on rate applications filed by automobile insurance companies, the Consumer Advocate had to appear personally before the Board at a public hearing held to review 2007 automobile insurance rates for recreational vehicles as managed by the Facility Association in New Brunswick.

Public hearing: Saint John

Date: December 12, 2006

#### **4.7 Posters and Leaflets**

The Office of the Consumer Advocate produced and distributed two new leaflets as well as an advertising poster for consumers in 2006.

Our office distributed the following:

- 23,780 copies of the general leaflet (Appendix A)
- 12,120 copies of the leaflet for new drivers (Appendix B)
- 1,159 copies of the poster (Appendix C).

#### **4.8 Advertising Campaigns**

Our office conducted several campaigns in 2006 across New Brunswick through newspapers, radio, and Rogers Television to inform consumers about the existence of our office, the services we provide, and the various ways in which they can contact us.

#### **4.9 Web Site**

With the help of a specialized firm, we developed a Web site in 2006, which is slated to launch officially in 2007. Some of the highlights of the Web site include:

- an opinion poll section
- a comments section
- an on-line complaints form
- a discussion forum
- an educational video feature.

Through the Web site, consumers will be able to contact us, and we will be able to inform and educate consumers about all kinds of insurance.

## **5. AGREEMENT: GOVERNMENT – INSURERS**

In 2006, the highlight in connection with New Brunswick's automobile insurance industry was without a doubt the agreement reached between the provincial government and insurance companies concerning premiums and the elimination of gender-based discrimination as well as existing territories.

### **5.1 Reduction in Premiums**

Under the agreement made public on December 4, 2006, insurance companies operating in New Brunswick will lower the amount of their average premium for new policies and renewals of existing policies by 13.5%, effective March 1, 2007.

### **5.2 Elimination of Gender-based Discrimination**

Under the second part of the agreement, a person's gender may no longer be considered a factor in determining premiums, effective March 1, 2007.

### **5.3 Elimination of Existing Territories**

Under the third part of the agreement, existing territories for premium calculation purposes are to be eliminated. A new system will be rolled out by January 1, 2008 in response to the recommendations of a task force consisting of representatives of the Department of Justice, the Insurance Board, the Consumer Advocate, the insurance industry, and other concerned stakeholders.



## **5.4 Other Measures**

The Government undertook to reassure consumers by providing them with due vigilance and a voice in the process that sets the rates each year, by enhancing the authority and power of the Consumer Advocate, and by appointing a public intervener during rate-filing hearings. It also pledged to strengthen the graduated licensing system for young drivers.

## **5.5 Remarks**

### **Reduction in Premiums**

It is important to understand that the 13.5% reduction is not an across-the-board reduction in all premiums charged by all insurance companies but rather a 13.5% reduction in the average premium charged by each insurance company. Consequently, two people who are insured with the same company could receive reductions that differ greatly from each other. One might see a 2% reduction, for example, whereas the other might see a reduction of 18% or more. Nonetheless, the average premium charged by each company will decrease by 13.5%, effective March 1, 2007.

### **Elimination of Gender-based Discrimination**

This measure should result in a significant reduction in premiums for young men without any negative impact on premiums for women. Obviously, the cost of this measure will no doubt be recouped elsewhere through other premiums not involving gender in the rate-setting process.

### **Elimination of Existing Territories**

Instead of simply relying on long-standing geographic boundaries, the review process will take into account re-evaluation of traffic patterns, population redistribution, and other relevant criteria. This new system will better assess risk and set new boundaries that more fairly reflect the current reality for drivers in the province.

Of course, while a consumer's place of residence will continue to be a factor in the rate-setting process, premiums will be based on a more equitable, more accurate, and more realistic system.

### **Other Measures**

The appointment of a public intervener who will be present at rate hearings is another measure that will complement the role played by the Consumer Advocate for the benefit of consumers.

As for the government's desire to increase the Consumer Advocate's powers, it remains to be seen what this will entail in practical terms. The Office of the Consumer Advocate is receptive to, and in favour of, the addition of any new powers that would further strengthen consumer protection in the province in matters of insurance.

Strengthening of the graduated licensing system for young drivers is a reform that has been necessary for a few years now and that we strongly support.

## 6. FILES HANDLED BY THE OFFICE OF THE ADVOCATE

The Office of the Consumer Advocate handled a total of 1,848 files in 2006.

Consumer queries had to do with premiums (54.6%), general information (25.4%), and claims-related issues stemming from accidents or other losses (19.9%).

The queries were concerned primarily with automobile insurance (81.9%), followed by home insurance (9.0%).

It was mainly the public as consumers who made use of our services, with the highest percentage of queries originating in Gloucester County (31.5%).

### 6.1 Number of Files

We handled many files during 2006, and the following table shows that we successfully responded to the requests for information, consultation, and assistance in all cases:

	<i>Number</i>	<i>(%)</i>
Completed	1,848	100.0%

## 6.2 Nature of Requests

The following table illustrates the main requests for information from consumers and all other persons in connection with insurance.

	<i>Number</i>	<i>(%)</i>
Premiums	1,009	54.6%
Information	469	25.4%
Claims	368	19.9%
Other	2	0.1%

## 6.3 Breakdown of Files by Type of Insurance

The following table presents a breakdown of the files by type of insurance. As can be seen, automobile insurance accounted by far for the most active files.

	<i>Number</i>	<i>(%)</i>
Automobile insurance	1,514	81.9%
Home insurance	166	9.0%
Sickness and accident insurance	87	4.7%
Life insurance	37	2.0%
Liability insurance	16	0.9%
Business insurance	6	0.3%
Marine insurance	2	0.1%
Aviation insurance	0	0.0%
Credit insurance	2	0.1%
Guarantee insurance	3	0.2%
Boiler insurance	1	0.1%
Other (insurance related)	4	0.2%
Other (not insurance related)	10	0.5%

#### 6.4 Origin of Requests

We received requests for information from several categories of individuals. The following table reflects the keen interest of the public as consumers with regard to our office.

	<i>Number</i>	<i>(%)</i>
Public	1,788	96.8%
Brokers	25	1.4%
Insurers	4	0.2%
Agents	11	0.6%
Lawyers	5	0.2%
Adjusters	4	0.2%
Government	4	0.2%
Corporations	1	0.1%
Institutions	0	0.0%
Other	6	0.3%

## 6.5 Breakdown of Files by County

We compiled a list of all the files by county, as shown in the following table. The results indicate that the needs of consumers varied from county to county and that the number of files handled was not always proportional to the overall population of those counties.

	#	(%)
Gloucester	582	31.5%
Westmorland	288	15.6%
Saint John	186	10.1%
Madawaska	151	8.2%
Restigouche	130	7.0%
York	119	6.4%
Northumberland	97	5.2%
Kings	85	4.6%
Carleton	52	2.8%
Kent	35	1.9%
Victoria	25	1.4%
Charlotte	23	1.2%
Sunbury	19	1.0%
Queens	11	0.6%
Albert	7	0.4%
Other (outside province)	38	2.1%

## 6.6 Comparisons with 2005

### Number of Files

	2005	2006
Completed	1,185 (99.8%)	1,848 (100.0%)
Active	1 (0.1%)	0 (0.0%)
Reopened	1 (0.1%)	0 (0.0%)

### Nature of Requests

	2005	2006
Premiums	449 (42.0%)	1,009 (54.6%)
Information	376 (31.7%)	469 (25.4%)
Claims	289 (24.3%)	368 (19.9%)
Other	23 (2.0%)	2 (0.1%)

### Breakdown of Files by Type of Insurance

	2005	2006
Automobile insurance	962 (81.0%)	1,514 (81.9%)
Home insurance	147 (12.3%)	166 (9.0%)
Sickness and accident insurance	31 (2.6%)	87 (4.7%)
Life insurance	24 (2%)	37 (2.0%)
Liability insurance	15 (1.3%)	16 (0.9%)
Business insurance	0 (0.0%)	6 (0.3%)
Marine insurance	2 (0.1%)	2 (0.1%)
Aviation insurance	1 (0.1%)	0 (0.0%)
Credit insurance	1 (0.1)	2 (0.1%)
Guarantee insurance	1 (0.1%)	3 (0.2%)
Boiler insurance	0 (0.0%)	1 (0.1%)
Other (insurance related)	0 (0.0%)	4 (0.2%)
Other (not insurance related)	3 (0.3%)	10 (0.5%)

**Origin of Requests**

	<b>2005</b>	<b>2006</b>
Public	1,123 (94.6%)	1,788 (96.8%)
Brokers	19 (1.6%)	25 (1.4%)
Insurers	17 (1.4%)	4 (0.2%)
Agents	10 (0.8%)	11 (0.6%)
Lawyers	7 (0.6%)	5 (0.2%)
Adjusters	5 (0.4%)	4 (0.2%)
Government	3 (0.3%)	4 (0.2%)
Corporations	2 (0.2%)	1 (0.1%)
Institutions	1 (0.1%)	0 (0.0%)
Other	0 (0.0%)	6 (0.3%)

**Breakdown of Files by County**

	<b>2005</b>	<b>2006</b>
Gloucester	354 (29.8%)	582 (31.5%)
Westmorland	169 (14.2%)	288 (15.6%)
York	154 (12.9%)	119 (6.4%)
Saint John	122 (10.3%)	186 (10.1%)
Madawaska	85 (7.2%)	151 (8.2%)
Northumberland	64 (5.4%)	97 (5.2%)
Restigouche	60 (5.1%)	130 (7.0%)
Kings	36 (3.0%)	85 (4.6%)
Carleton	34 (2.9%)	52 (2.8%)
Kent	29 (2.4%)	35 (1.9%)
Victoria	19 (1.6%)	25 (1.4%)
Charlotte	15 (1.3%)	23 (1.2%)
Queens	9 (0.8%)	11 (0.6%)
Sunbury	9 (0.8%)	19 (1.0%)
Albert	4 (0.3%)	7 (0.4%)



Other (outside province)	24 (2.0%)	38 (2.1%)
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## 7. ASSESSMENT FOR OFFICE EXPENSES

Subsection 11(1) of the *Consumer Advocate for Insurance Act* stipulates as follows: “*The Consumer Advocate shall annually, as soon as practicable after the close of each fiscal year, by reference to the Public Accounts and by such further inquiries or investigations as he or she may deem necessary, ascertain and clarify the total amount of the expenditure incurred by the Province for or in connection with the administration of this Act during the last preceding fiscal year and the amount of the expenditure so ascertained and certified by the Consumer Advocate is final and conclusive for all purposes of this section.*”

Subsection 11(3) stipulates as follows: “*The total amount of the expenditure incurred by the Province for or in connection with the administration of this Act ascertained and certified under the provisions of subsection (1) shall be assessed against licensed insurers (...).*”

The total amount of the expenditure was assessed against the insurers, with each insurer assessed such amount of that portion as his or her net receipts with respect to all classes of insurance are of the total net receipts with respect to all classes of insurance of all licensed insurers.

The total amount of expenditure incurred for the fiscal year ending March 31, 2006 was \$443,175.83. This amount was to have been assessed against the insurers by means of a notice of assessment sent to each company, but owing to a technical glitch, the total amount was incorrectly reported as \$433,175.83, whereas it should have been \$443,175.83. The

result was therefore a shortfall of \$10,000, which will be carried over to next year's expenditure and added to the total expenditure for assessment purposes.

Appendix D contains a breakdown of the total amount submitted to licensed insurers for the previous year, as well as the amount paid by each.

## **8. PROBLEM AREAS AND RECOMMENDATIONS**

### **8.1 Automobile Insurance**

#### **8.11 Lapse in Coverage**

Under existing legislation, insurers in New Brunswick may refuse to insure persons whose coverage has lapsed or who have been without insurance for more than 12 months.

Consequently, these individuals have no choice but to seek insurance through the Facility Association and pay premiums totalling several thousand dollars.

There is another detrimental and unjust practice among insurers that is permitted even in cases where the lapse in coverage has been for less than 12 months. Specifically, insurers are penalizing individuals who have any lapse in coverage, even if it is less than 12 months, by charging them several hundred dollars more in premiums. While they are not refusing to insure such individuals, they are charging much higher premiums simply because of this temporary lapse in coverage on their insurance record.

What is happening is that consumers are being penalized for not having been insured when they did not need, or could not afford, insurance. Lapses in coverage are most often the result of personal, occupational, medical, or financial factors.

In the Consumer Advocate's opinion, it is very difficult, if not impossible, to equate lapse in coverage with potentially greater risk to insurers, especially for periods of less than 12

months. The Consumer Advocate wonders if lapses in coverage should even be a factor, especially when an insured person has sufficient years of driving experience.

The legislative provisions concerning lapses in coverage should be reviewed in their entirety. Lapses in coverage should at the very least be allowed without penalty and without any increases in premiums where they do not exceed a certain number of years. Such period should be at least 24 months so as to be in step with the rest of Atlantic Canada.

In the Consumer Advocate's opinion, in the vast majority of cases, underwriting policies with respect to lapses in coverage are simply unwarranted.

#### **8.12 First-chance Discount for New Drivers**

The first-chance discount for new drivers is, in actuality, the one and only opportunity for newly insured persons to benefit from more affordable premiums. This privilege is easily lost, since virtually all traffic infractions, even minor ones, will result in loss of the discount, followed by a substantial increase in premiums for several years. It might be appropriate to review the list of minor or irrelevant infractions that could be exempted from loss of the discount.

Consideration could perhaps also be given to establishing a class of infractions or situations that could result in increased premiums but not complete loss of the discount.

For many young drivers, loss of the discount often means they have to give up driving, since they cannot afford insurance. In the Consumer Advocate's opinion, loss of the discount is sometimes disproportional to the events having given rise to the loss of this privilege.

### **8.13 Financing and Insurance Record**

Many consumers see their insurance premiums rise substantially or simply wind up in the Facility Association owing to cancellation of their insurance policies for missing a premium payment.

Under periodic payment plans, failure to make the first payment or two missed periodic payments will result in cancellation of the policy, and an entry to that effect will be made in the person's insurance record. When they need insurance again, this record will cause them to end up in the Facility Association.

While being a bad risk can have negative consequences, the Consumer Advocate does not see why this should affect a person's insurance premiums. It is a question of credit and risk assessment as a payer and should not in any way be taken into account in determining premium amounts.

If a person's policy has been cancelled for missing a payment, insurers should have the right to refuse to finance the premium and instead require payment of the premium in full.

However, it should not be considered a cancellation on a par with other types of cancellations involving high-risk drivers.

### **8.14 Endorsement 28A**

An endorsement is an amendment to an insurance policy that is used to add or subtract coverage. In New Brunswick, we currently have Endorsement 28, which puts a \$200,000 limit on the amount of coverage when an insured vehicle is driven by a person specified in the policy. It is not an exclusion from complete coverage but rather a ceiling on the amount

of coverage for third-party liability. An endorsement excluding a person from driving a motor vehicle should be seriously studied and considered for the benefit of New Brunswick consumers. Such an endorsement, called a 28A, already exists in other provinces in Atlantic Canada.

The purpose of a 28A is to prevent a person from being forced to pay exorbitant premiums or winding up in the Facility Association simply because of the actions of another person with whom they are in some way associated. As a result of this association, the person in question is severely penalized for several years when they have done absolutely nothing wrong. The most blatant example is that of a spouse who winds up in the Facility Association because his or her spouse was found guilty of driving under the influence. Why should that spouse have to pay several thousand dollars in premiums to have the right to drive a motor vehicle when he or she bears no responsibility at all for the infraction committed by the other spouse?

Under the current system, insurers are obviously afraid that the guilty spouse may have access to the family vehicle and actually operate it, even without the other spouse's consent. A 28A would rectify this situation and would prevent innocent persons from being unfairly penalized in such cases.

## **8.2 Brokers and Agents**

Brokers and agents could avoid a lot of misunderstandings and disputes with their customers by paying special attention to a situation often reported to us by consumers.

Many consumers complain that premium amounts quoted by brokers or agents are sometimes very different from those charged by the insurance companies. The differences are sometimes huge, to the detriment of consumers' financial interests.

Without assigning blame for this to anyone in particular, the fact remains that consumers find it hard to accept this situation and the fact that they have no recourse, when they believed they had a definitive contract with their broker or agent.

The vast majority of these situations could be avoided by brokers and agents if they made it a practice to always inform clients that the amounts they quote are not final. These premiums are subject to final approval by the insurance companies. While brokers and agents follow this practice in most cases, there is clearly still room for improvement in this area.

## **8.3 Home Insurance**

We have some concerns about home insurance in that we are receiving more and more calls from consumers who say they are worried about increases in their insurance premiums.

While we cannot say it is a major problem, the situation should be monitored nonetheless and action taken before it is too late in order to avert a new crisis in the insurance sector.



We understand that increases in premiums are due to several factors, some of which are as follows:

- coverage based on the new replacement cost of the residence
- higher construction costs
- increase in property assessments.

We believe there are grounds for asking ourselves whether this industry should be regulated, just like the automobile industry, by the New Brunswick Insurance Board. Some provinces in Atlantic Canada, including Newfoundland and Labrador, have taken steps along those lines in recent years.

Consumers are very reluctant to be completely at the mercy of companies for such an important type of insurance, without having more control or adequate protection.

#### **8.4 Loan Insurance**

Consumers are being increasingly encouraged to protect their loans through life insurance and disability insurance. The problem is that they are not given sufficient information about the limits and exclusions contained in these types of contracts, which tend more often than not to be sold by individuals who are not brokers or insurance agents as such but rather agents or representatives of various products or consumer goods. Customers are simply asked in a cursory manner to sign and are told that they are now protected against any and all contingencies. It is not until later, when they become disabled, for instance, that they realize that the policy contains a clause excluding or limiting the protection they thought they had purchased.

There are two situations that are particularly alarming insofar as consumers are unaware of them when they purchase the policies in question. The first concerns the clause excluding all coverage in the event of death or disability resulting from a pre-existing condition, even if consumers were unaware of it when they purchased the policy. The second has to do with the clause permitting insurance companies to stop paying benefits after the first two months if the insured person is not under the regular care and treatment of a specialist. Needless to say, it is virtually impossible to see a specialist within two months and even less so to receive treatment within that period of time. Such situations must be exposed because consumers are sometimes misled and are thus apt to experience significant hardship.

## 9. CONCLUSION

Our first year was devoted to setting up the office, learning about the basics of insurance and establishing working relations with agents, brokers, and insurers, while responding to consumer queries quickly and efficiently. The second year was an opportunity for us to turn to other aspects of our mandate, such as public education regarding insurance, awareness-raising among youth, and development of a Web site to promote our services, educate the public, and protect consumer interests.

Overall, 2006 was a year that was filled with activity and very rewarding in terms of steps taken on behalf of, and information and assistance provided to, consumers. Once again, we have a feeling of accomplishment since we succeeded in reconciling the requirements of our mandate with the needs of consumers. We are now better able, better qualified, and better equipped to carry out our mandate.

We rose to the challenge of our second year with a great deal of energy and enthusiasm. We plan to continue to develop and enhance our insurance know-how while remaining at the service of consumers and the Legislative Assembly. During this second year, we broadened our expertise in the insurance sector, enabling us to conduct a more thorough analysis of the situation and issue relevant recommendations for the benefit of consumers.

We are going to continue this undertaking in the year ahead, and already we foresee some very interesting activities for our office. They include the launch of our Web site and a leaflet to be distributed to every home in the province. These two initiatives will enable us not only to reach out to consumers with information but also to engage in public education.

It will be interesting as well to monitor and weigh the impact of the new agreement between the government and the insurance industry. In 2007, we will see the tangible effects of the 13.5% reduction in the average premiums charged by insurance companies and of the prohibition on using a person's gender in determining rates. There will also be the issue of the existing territories, which are to be eliminated and replaced with another system by January 1, 2008.

Consequently, much work remains to be done in the year ahead. We shall meet that challenge with determination and a great deal of enthusiasm.

## Appendix A: Copy of General Leaflet



**INSURANCE PROBLEMS?**

Questions? Concerns?  
Information?  
Comments? Complaints?

**Need help?**

 Office of the Consumer Advocate for Insurance

The graphic features a man in a suit sitting at a desk with a crumpled paper ball, looking thoughtful. The background is green with white text.

### ***The Office of the Consumer Advocate:***

The Consumer Advocate for Insurance has been in office since January 1, 2005. As part of his mandate he is requested by the Legislative Assembly of the Province of New Brunswick to:

- *Keep watch over the practices of agents, brokers and insurers;*
- *Respond to requests from consumers for information with respect to insurance;*
- *Represent the interests of consumers;*
- *Assist consumers with their questions, concerns, complaints or other problems regarding any type of insurance;*

- *Automobile Insurance*

- *Life Insurance*

- *Accident & Sickness Insurance*

- *Home Insurance*

The Office of the Consumer Advocate will treat your complaint or your request confidentially and without delay.

Do not hesitate to contact our office.

To reach us:

#### ***Office of the Consumer Advocate***

Keystone Place  
270 Douglas Ave, Suite 406  
Bathurst, NB  
E2A 1M9

Telephone: (506)-549-5555

Facsimile: (506)-549-5559

Toll Free Telephone: 1-888-283-5111

[Email: nb@cai-dma.ca](mailto:nb@cai-dma.ca)

[Web Site: www.insurance-assurance.ca](http://www.insurance-assurance.ca)

*its services are easily  
accessible and free*

CNB 4409

## Appendix B: Copy of Leaflet for New Drivers



Since January 1, 2005 new drivers are entitled to a **"First Chance Discount"** on their automobile insurance premium.

The discount is available to new drivers (including those who already have insurance), parents with new drivers covered on their policy or other individuals who cover a new driver under their contract of insurance.

**6 years discount:** Drivers who have successfully completed an approved driver training program will receive a credit of six (6) years of driving experience.

**3 years discount:** Drivers who do not take an approved driver training program will receive a credit of three (3) years of driving experience.

New drivers will not be eligible for these discounts as a result of an at-fault accident or a conviction for certain motor vehicle infractions or as a result of certain criminal offences.

For example, one speeding violation or failure to wear a seat belt will result in the loss of the first chance discount followed by a substantial increase in the premium by several hundreds of dollars, even thousands of dollars, for several years.

The Office of the Consumer Advocate for Insurance has the mandate to represent the interests of consumers and to assist consumers with their questions, concerns, complaints or other insurance related problems.

The Office of the Consumer Advocate for Insurance will treat your complaint or your request confidentially and without delay.

Do not hesitate to contact our office.

To reach us:

### **Office of the Consumer Advocate**

Keystone Place  
270 Douglas Ave, Suite 406  
Bathurst, NB  
E2A 1M9

Telephone: (506)-549-5555

Facsimile: (506)-549-5559

Toll Free Telephone: 1-888-283-5111

**Email:** [nb@cai-dma.ca](mailto:nb@cai-dma.ca)

**Web Site:** [www.insurance-assurance.ca](http://www.insurance-assurance.ca)

CNB 4242 b

Appendix C: Copy of Poster

**INSURANCE...**      **ASSURANCE...**

Questions?      Problèmes?      Questions?

Concerns?      Préoccupations?

Information?      Informations?

Comments?      Commentaires?

Complaints?      Plaintes?

Office of the Consumer Advocate for Insurance  
Bureau du défenseur du consommateur en matière d'assurances  
1-888-283-5111

•Automobile Insurance      •Assurance automobile  
•Life Insurance      •Assurance accident et maladie  
•Accident & Sickness Insurance      •Assurance vie  
•Home Insurance      •Assurance habitation

**Need help?**  
**Besoin d'aide?**

## Appendix D: Statement of Assessments

COMPANY	AMOUNT OF ASSESSMENT	AMOUNT PAID
ACA ASSURANCE	\$27.49	\$27.49
ACE INA INSURANCE	\$2,475.30	\$2,475.30
ACTRA FRATERNAL BENEFIT SOCIETY	\$2.16	\$2.16
AFFILLATED FM INSURANCE COMPANY	\$143.66	\$143.66
AIG LIFE INSURANCE COMPANY	\$791.05	\$791.05
ALLIANZ INSURANCE COMPANY	\$861.13	\$861.13
ALLSTATE INSURANCE COMPANY	\$-	\$-
ACADIE VIE	\$3,350.71	\$3,350.71
ACE INA LIFE INSURANCE	\$586.75	\$586.75
AETNA LIFE INSURANCE COMPANY	\$-	\$-
AIG ASSURANCE CANADA	\$351.73	\$351.73
ALIANZ GLOBAL RISK US INSURANCE	\$392.43	\$392.43
ALLIANZ LIFE INSURANCE COMPANY	\$0.81	\$0.81
ALLSTATE INSURANCE COMPANY	\$7,741.79	\$7,741.79
AMERICAN BANKERS INSURANCE	\$1,257.33	\$1,257.33
AMERICAN HEALTH AND LIFE INS.	\$357.12	\$357.12
AMERICAN ICOME LIFE INSURANCE	\$552.25	\$552.25
AMEX ASSURANCE COMPANY	\$6.74	\$6.74
ASENTUS INSURANCE	\$382.18	\$382.18
ASSOMPTION COMPANGNIE MUTUELLE	\$10,952.62	\$10,952.62
ASSURANT LIFE OF CANADA	\$-	\$-
AMERICAN BANKERS LIFE ASSURANCE	\$1,328.21	\$1,328.21
AMERICAN HOME ASSURANCE COMP	\$4,683.78	\$4,683.78
AMERICAN RE-INSURANCE COMPANY	\$-	\$-
ARCH INSURANCE COMPANY	\$22.10	\$22.10
ASPEN INSURANCE UK LIMITED	\$-	\$-
ASSURANCE-VIE BANQUE NATIONAL	\$1,252.47	\$1,252.47
COMPCORP LIFE INSURANCE COMPANY	\$-	\$-
AVIVA INSURANCE COMPANY OF CAN	\$14,723.79	\$14,723.79
AXA CORPORATE SOLUTIONS ASS.	\$52.02	\$52.02
AXA INSURANCE	\$10,551.30	\$10,551.30
BLUE CROSS LIFE INSURANCE	\$3,652.31	\$3,652.31
CAA INSURANCE	\$730.14	\$730.14
CANADIAN LAWYERS INSURANCE	\$232.33	\$232.33
CANDIAN PREMIER LIFE INSURANCE	\$1,603.93	\$1,603.93



<b>COMPANY</b>	<b>AMOUNT OF ASSESSMENT</b>	<b>AMOUNT PAID</b>
AXA ASSURANCE	\$199.99	\$199.99
AXA EQUITABLE LIFE INSURANCE	\$-	\$-
AXA PACIFIC INSURANCE	\$-	\$-
BMO LIFE INSURANCE	\$306.18	\$306.18
CANDIAN FARM INSURANCE	\$-	\$-
CANADIAN NORTHERN SHIELD	\$5.39	\$5.39
CANADIAN PROFESSIONAL SALES ASS.	\$5.12	\$5.12
CANADIAN UNIVERSITIES RECIPROCAL	\$186.24	\$186.24
CANASSURANCE COMPAGNIE	\$399.77	\$399.77
CENTENNIAL INSURANCE	\$1.35	\$1.35
CHICAGO TITLE INSURANCE	\$25.34	\$25.34
CIBC LIFE INSURANCE	\$177.89	\$177.89
COACHMAN INSURANCE	\$-	\$-
COMMERCE AND INDUSTRY INSURANCE	\$1,148.44	\$1,148.44
CANASSURANCE COMPAGNIE	\$-	\$-
CARLETON MUTUAL INSURANCE	\$524.76	\$524.76
CGU INTERNATIONAL INSURANCE	\$-	\$-
CHUBB INSURANCE COMPANY	\$844.42	\$844.42
CIGNA LIFE INSURANCE COMPANY	\$46.36	\$46.36
COMBINED INSURANCE COMPANY	\$3,704.60	\$3,704.60
COMMON WEALTH INUSURANCE	\$430.97	\$430.97
COMPAGNIE FRANCAISES D'ASSRUANCE	\$6.47	\$6.47
CO-OPERATORS GENERAL INSURANCE	\$16,447.12	\$16,447.12
COSECO INSURANCE COMPANY	\$364.40	\$364.40
CUMIS GENERAL INSURANCE	\$515.06	\$515.06
CUNA MUTUAL INSURANCE	\$0.54	\$0.54
DESJARDINS SECURITE FINANCIERE	\$5,240.34	\$5,240.34
ECCLESIASTICAL INSURANCE	\$598.61	\$598.61
CONTINENTAL CASUALTY COMPANY	\$751.43	\$751.43
CO-OPERATORS LIFE INSURANCE	\$3,527.52	\$3,527.52
CT FINANCIAL ASSURANCE COMP.	\$35.04	\$35.04
CUMIS LIFE INSURANCE COMP.	\$3,015.43	\$3,015.43
DAIMLER CHRIYSLER INSURANCE	\$60.10	\$60.10
EAGLE STAR INSURANCE	\$-	\$-
ECHELON GENERAL INSURANCE	\$71.96	\$71.96
ECONOMICAL MUTUAL INSURANCE	\$7,541.26	\$7,541.26
EMPLOYERS INSURANCE	\$-	

<b>COMPANY</b>	<b>AMOUNT OF ASSESSMENT</b>	<b>AMOUNT PAID</b>
EULER AMERICAN CREDIT INDEMNITY	\$171.42	\$171.42
FACTORY MUTUAL INSURANCE	\$3,762.01	\$3,762.01
FCT INSURANCE COMPANY	\$453.88	\$453.88
FEDERATED INSURANCE COMPANY	\$153.90	\$153.90
FIDELITY INVESTMENTS LIFE INS.	\$-	\$-
ELITE INSURANCE COMPANY	\$2,932.14	\$2,932.14
EMPLOYERS REINSURANCE	\$282.73	\$282.73
EVEREST INSURANCE COMPANY OF CANADA	\$-	\$-
FEDERAL INSURANCE COMPANY	\$2.70	\$2.70
FEDERATION INSURANCE	\$6,291.48	\$6,291.48
FIRST AMERICAN TITLE INSURANCE COMP	\$129.10	\$129.10
FRIST CANADIAN INSURANCE COR	\$1,782.36	\$1,782.36
FORETHOUGHT LIFE INSURANCE COMPANY	\$10.24	\$10.24
FUNDY MUTUAL INSURANCE	\$912.88	\$912.88
GENERAL AMERICAN LIFE INS.	\$-	\$-
GERBER LIFE INSURANCE COMPANY	\$19.94	\$19.94
GRAIN INSURANCE AND GUARANTEE	\$396.47	\$396.47
GREAT AMERICAN	\$-	\$-
FIRST NORTH AMERICAN INSURANCE	\$16.17	\$16.17
FORTIS BENEFITS INSURANCE COMP	\$452.80	\$452.80
GCAN INSURANCE COMPANY	\$220.47	\$220.47
GENWORTH FINACIAL MORTGAGE INSURANCE	\$1,601.51	\$1,601.51
GORE MUTUAL INSURANCE COMPANY	\$-	\$-
GREAT AMERICAN INSURANCE COMP	\$228.02	\$228.02
GREEN SHIELD CANADA	\$115.63	\$115.63
HARTFORD FIRE INSURANCE COMP	\$126.68	\$126.68
HERITAGE GENERAL INSURANCE COMPANY	\$161.17	\$161.17
INDUSTRIAL-ALLIANCE PACIFIC GENERAL	\$-	\$-
INDUSTRIELLE ALLIANCE ASS.	\$3,717.80	\$3,717.80
ING NOVEX INSURANCE	\$750.08	\$750.08
INSURANCE CORPORATION OF NEWFOUNDLAND	\$-	\$-
JOHN ALDEN LIFE INSURANCE COMPANY	\$-	\$-
HARTFORD LIFE INSURANCE	\$-	\$-
HOUSEHOLD LIFE INSURANCE COMPANY	\$601.31	\$601.31
INDUSTRIAL ALLIANCE PACIFIC LIFE	\$1,878.31	\$1,878.31
ING INSURANCE COMPANY	\$14,728.91	\$14,728.91
INNOVATIVE CORPORTATION	\$0.27	\$0.27

<b>COMPANY</b>	<b>AMOUNT OF ASSESSMENT</b>	<b>AMOUNT PAID</b>
JEWELERS MUTUAL INSURANCE COMAPANY	\$1.62	\$1.62
KINGSWAY GENERAL INSURANCE COMP	\$1,709.32	\$1,709.32
KNIGHTS OF COLUMBUS	\$959.77	\$959.77
LA COMPAGNIE D'ASSURANCE	\$-	\$-
LA GARANTIE COMAGNIE D'ASS.	\$1,951.89	\$1,951.89
LAWYERS' PROFESSIONAL INDEMNITY	\$1.62	\$1.62
LEGACY GENERAL INSURANCE COM	\$267.37	\$267.37
LIBERTY LIFE ASSURANCE COMPANY	\$-	\$-
LIBERTY MUTUAL INSURANCE COMP	\$548.48	\$548.48
LA CAPITALE ASSURANCE ET GESTION	\$-	\$-
LA COMPAGNIES D'ASSURANCE JEVCO	\$-	\$-
LA SURVIVANCE COMPANGNIE MUTUELLE	\$154.98	\$154.98
LAWYERS TITLE INSURANCE CORPORTATION	\$-	\$-
L'EXCELLENCE COMPAGNIE D'ASSURANCE	\$-	\$-
LIBERTY MUTUAL FIRE INSURANCE	\$-	\$-
LIFE INSURANCE COMPANY OF NORTH AM.	\$-	\$-
LIFE INSVESTORS INSURANCE COMP	\$37.19	\$37.19
LLOYD'S UNDERWRITERS	\$4,116.70	\$4,116.70
LOMBARD INSURANCE	\$28.30	\$28.30
LONDON LIFE INSURANCE COMPANY	\$7,822.91	\$7,822.91
LUMBERMENS UNDERWRITING ALLIANCE	\$722.32	\$722.32
L'UNION-VIE COMPANIE MUTUELLE	\$23.45	\$23.45
MARKEL INSURANCE COMPANY	\$3,452.59	\$3,452.59
L'INTERNATIONALE COMPAGNIE D'ASSURANCE	\$9.16	\$9.16
LOMBARD GENERAL INSURANCE COMP	\$5,162.72	\$5,162.72
LONDON AND MIDLAND GENERAL	\$766.25	\$766.25
LUMBERMENS MUTUAL CASUALTY COMP	\$-	\$-
L'UNION CANADIANNE COMPAGNIE	\$-	\$-
MANULIFE CANADA	\$433.12	\$433.12
MASSACHUSETTS MUTUAL LIFE	\$-	\$-
MD LIFE INSURANCE COMPANY	\$541.74	\$541.74
METLIFE CANADA	\$-	\$-
MITSUI SUMITOMO INSURANCE COMPANY	\$20.48	\$20.48
WASHINGTON NATIONAL INSURANCE COMPANY	\$-	\$-
NEW YORK LIFE INSURANCE COMPANY	\$67.38	\$67.38
OLD REPUBLIC INSURANCE COMP	\$644.16	\$644.16
OPTIMUM FRONTIER INSURANCE	\$-	\$-

<b>COMPANY</b>	<b>AMOUNT OF ASSESSMENT</b>	<b>AMOUNT PAID</b>
MEDAVIE INC	\$58,647.73	\$58,647.73
METROPOLITAN LIFE INSURANCE	\$2.43	\$2.43
MORTORS INSURANCE CORPORATION	\$62.26	\$62.26
NATIONAL LIABILITY & FIRE INSURANCE	\$54.71	\$54.71
NOTH AMERICAN SPECIALTY INSURANCE	\$-	\$-
OMEGA GENERAL INSURANCE COMPANY	\$-	\$-
OPTIMUM SOCIÉTÉ D'ASSURANCE INC	\$-	\$-
ORLÉANS COMPAGNIE D'ASSURANCE	\$63.88	\$63.88
PEMBRIDGE INSURANCE COMPANY	\$2,689.57	\$2,689.57
CAN CHIEF AGENT	\$-	\$-
PRIMERICA LIFE INSURANCE	\$306.18	\$306.18
PROMUTUEL GASPÉSIE- LES ILES	\$577.86	\$577.86
PROMUTUEL VIE INC	\$-	\$-
PROVIDENT LIFE AND ACCIDENT INS	\$-	\$-
PAFCO INSURANCE	\$724.75	\$724.75
PENNCORP LIFE INSURANCE	\$144.73	\$144.73
PERTH INSURANCE COMPANY	\$434.20	\$434.20
PRIMUM INSURANCE COMPANY	\$2,297.96	\$2,297.96
PROMUTUEL TÉMISCOUATA SOCIÉTÉ	\$647.13	\$647.13
PROTECTIVE INSURANCE	\$5.93	\$5.93
QUEBEC ASSRUANCE COMPANY	\$-	\$-
RBC GENERAL INSURANCE COMPANY	\$2,790.91	\$2,790.91
RBC TRAVEL INSURANCE COMPANY	\$571.12	\$571.12
REVIOS REINSURANCE CANADA	\$-	\$-
SCOTIA GENERAL INSURANCE COMP	\$-	\$-
SCHOTTISH & YORK INSURANCE	\$529.07	\$529.07
SECURITY NATIONAL INSURANCE COMP	\$5,467.82	\$5,467.82
SOMPO JAPAN INSURANCE	\$2.16	\$2.16
RBC LIFE INSURANCE COMPANY	\$3,832.89	\$3,832.89
RELLABLE LIFE INSURANC COMP	\$286.50	\$286.50
ROYAL & SUN ALLIANCE INSURANCE	\$8,681.35	\$8,681.35
SCOTIA LIFE INSURANCE COMPANY	\$289.47	\$289.47
SECURICAN GENERAL INSURANCE	\$29.38	\$29.38
SENTRY INSURANCE	\$0.27	\$0.27
SOUTHEASTERN MUTUAL INSURANCE COM	\$1,293.98	\$1,293.98
SPECIALTY NATIONAL INSURANCE COM.	\$-	\$-
ST. PAUL FIRE AND MARINE INSURANCE	\$709.92	\$709.92

<b>COMPANY</b>	<b>AMOUNT OF ASSESSMENT</b>	<b>AMOUNT PAID</b>
STANLEY MUTUAL INSURANCE COMPANY	\$1,483.46	\$1,483.46
STATE FARM LIFE INSURANCE COMP	\$501.58	\$501.58
STEWART TITLE GUARANTY COMPANY	\$144.19	\$144.19
SUN LIFE ASSURANCE COMPANY	\$20,385.40	\$20,385.40
CANADIAN PROFESSIONAL SALES ASSOCIATE	\$-	\$-
SSQ, SOCIÉTÉ D'ASSURANCE-VIE	\$295.40	\$295.40
ST. PAUL GUARANTEE INSURANCE	\$2,041.10	\$2,041.10
STATE FARM FIRE AND CASUALTY	\$3,342.90	\$3,342.90
STATE FARM MUTUAL AUTOMOBILE	\$8,316.95	\$8,316.95
SONEBRIDGE LIFE INSURANCE	\$0.54	\$0.54
SUNDERLAND MARINE MUTUAL INSURANCE	\$1,082.72	\$1,082.72
TD DIRECT INSURANCE	\$-	\$-
TD GENERAL INSURANCE COMPANY	\$-	\$-
TD LIFE INSURANCE	\$91.64	\$91.64
THE AMERICAN ROAD INSURANCE	\$38.27	\$38.27
THE CANADA LIFE INSURANCE COMPANY	\$-	\$-
THE BRITISH AVIATION INSURANCE COMP	\$-	\$-
THE DOMINION OF CANADA GENERAL	\$6,148.37	\$6,148.37
THE EQUITABLE LIFE INSURANCE COMP	\$291.62	\$291.62
TD HOME AND AUTO INSURANCE	\$581.09	\$581.09
TEMPLE INSURANCE COMPANY	\$767.60	\$767.60
THE BOILER INSPECTION AND INS.	\$401.05	\$401.05
THE CANADA LIFE ASSURANCE COMP.	\$14,062.65	\$14,062.65
THE CITADEL GENERAL ASSURANCE	\$4,394.31	\$4,394.31
THE EMPIRE LIFE INSURANCE COMP.	\$522.88	\$522.88
THE GRAND ORANGE LODGE OF BRITHISH	\$15.90	\$15.90
THE GREAT WEST LIFE ASSURANCE	\$14,473.40	\$14,473.40
THE INSURANCE COMPANY FO PEI	\$53.90	\$53.90
THE MISSISQUOI INSURANCE	\$14.02	\$14.02
THE NATIONAL LIFE ASSURANCE	\$-	\$-
THE NORTH WATERLOO FARMERS MUTUAL	\$-	\$-
THE PERSONAL INSURANCE COMPANY	\$4,174.11	\$4,174.11
THE PRUDENTIAL INSURANCE COMP.	\$18.33	\$18.33
THE INDEPENDENT ORDER OF FORESTERS	\$23.72	\$23.72
THE MANUFACTURERS LIFE INSURANCE	\$23,069.04	\$23,069.04
THE Morgage insurance	\$-	\$-
THE NORDIC INSURANCE COMP	\$-	\$-

<b>COMPANY</b>	<b>AMOUNT OF ASSESSMENT</b>	<b>AMOUNT PAID</b>
THE ORDER OF UNITED COMMERCIAL TRA	\$5.66	\$5.66
THE PORTAGE LA PRAIRIE MUTUAL INS	\$2,801.96	\$2,801.96
THE SOVEREING GENERAL INSURANCE	\$850.08	\$850.08
THE STANDARD LIFE ASSURANCE	\$591.33	\$591.33
THE TRAVELERS INDEMNITY COMPANY	\$-	\$-
THE WAWANESA LIFE INSURANCE	\$530.15	\$530.15
TIG INSURANCE COMPANY	\$-	\$-
TRADERS GENERAL INSURANCE	\$3,124.85	\$3,124.85
TRANS GLOBAL INSRUANCE COMPANY	\$37.19	\$37.19
TRANSAMERICA LIFE CANADA	\$956.27	\$956.27
THE STANDARD LIFE ASSURANCE COMP	\$1,397.21	\$1,397.21
THE TRAVELERS INSRUANCE COMPANY	\$-	\$-
THE WAWANESA MUTUAL INSURANCE	\$23,705.38	\$23,705.38
TOKIO MARINE & NICHLDO FIRE INSURANCE	\$8.36	\$8.36
TRAF LGAR INSURANCE	\$488.11	\$488.11
TRANS GLOBAL LIFE INSURANCE	\$2.96	\$2.96
TRANSATLANTIC REINSURANCE COMP	\$-	\$-
TRENT HEALTH INSURANCE COMP	\$2.96	\$2.96
UNIFUND ASSURANCE	\$4,608.31	\$4,608.31
UNITED AMERICAN INSURANCE COMP.	\$3.50	\$3.50
UNITY LIFE OF CANADA	\$411.56	\$411.56
VIRGINIA SURETY COMPANY	\$-	\$-
WESTERN ASSURANCE COMAPANY	\$-	\$-
WESTERN SURETY COMPANY	\$179.23	\$179.23
UAP NEWROTTARDAM INSURANCE	\$-	\$-
UNION DU CANADA ASSURANCE-VIE	\$32.88	\$32.88
UNITED GENERAL INSURANCE CORP	\$1,711.47	\$1,711.47
UTICA MUTUAL INSURANCE	\$3.50	\$3.50
WATERLOO INSUANCE COMPANY	\$136.92	\$136.92
WESTERN LIFE ASSURANCE	\$43.66	\$43.66
WOMAN'S LIFE INSURANCE SOCIETY	\$-	\$-
XL DESIGN PROFESSIONAL	\$-	\$-
XL REINSURANCE AMERICA	\$198.91	\$198.91
ZURICH INSURANCE COMPANY	\$4,637.15	\$4,637.15
XL INSURANCE COMPANY LIMITED	\$598.88	\$598.88
ZENITH INSURANCE COMPANY	\$1,635.47	\$1,635.47
TRAVELERS CASUALTY & SURETY COMPANY	\$-	\$-
	<b>\$433,175.83</b>	<b>\$433,175.83</b>