



IBC  BAC | Insurance Bureau of Canada
Bureau d'assurance du Canada

2020 Facts

of the Property and Casualty Insurance
Industry in Canada



2020 Facts of the Property and Casualty Insurance Industry in Canada

Facts of the Property and Casualty Insurance Industry in Canada 2020 is published by Insurance Bureau of Canada (IBC). IBC is the trade association representing Canada's private property and casualty (P&C) insurance companies. Since 1972, IBC has published Facts to provide a snapshot of the state of the P&C insurance industry.

The data in Facts 2020 comes from several national and international sources, including IBC. Data is from 2018, 2019 or 2020, depending on when sources released their information.

All P&C financial data for 2019 is preliminary.

In some instances, figures may not add up to the listed total as a result of rounding. Also, because sources collect data in different ways, there can be small differences among similar data.

42nd edition, 2020 ISSN 1 197 3404

© Insurance Bureau of Canada. All rights reserved.



PRESIDENT'S MESSAGE

A handwritten signature in black ink, appearing to read 'Don Forgeron', set against a white background.

DON FORGERON
President and CEO,
Insurance Bureau of Canada

In a very short span of time, the world changed. Measures to control the spread of COVID-19 tossed the economy every which way. As we publish the 2020 edition of Facts of the Property and Casualty Insurance Industry in Canada, we are still in the midst of the pandemic. Steps toward re-opening businesses and returning to work are underway, but the threat of a second outbreak looms in various hotspots across the country. Suffice it to say the story of the pandemic will be front and centre in next year's Facts book.

In difficult times, it is important that we pause and recognize the successes of the property and casualty (P&C) insurance industry in the previous year, as we've been doing annually since the Facts book was first published in 1972.

In 2019, IBC and its members made tangible progress on auto insurance reform for both the industry and consumers. Our advocacy and guidance helped move Canada toward more competitive and sustainable auto insurance markets.

Insurance customers want and expect to receive insurance documents digitally. IBC and its members have been advocating for drivers to have the option of receiving their proof of insurance electronically, so they can have it on their cellphone. In 2019, the regulators in Alberta, Ontario, Quebec, and Newfoundland and Labrador joined Nova Scotia in allowing electronic proof of car insurance.

The auto insurance systems in several provinces are still flawed, and their private-passenger loss ratios affect the industry's bottom line. However, 2019 saw an improvement in financial results. The industry reported a net income of \$2.6 billion with a return on equity of 6.2%, compared to 3.8% in 2018. While this is still well below the long-term average of 10.5%, it represents a gain over 2018.

IBC's voice is recognized as fact-based and credible. As an industry, in 2019 we made important strides in our efforts to combat insurance fraud when IBC launched its Investigation Coordination and Support Service, which works collaboratively with insurers to investigate cross-insurer fraud.

People outside of the insurance world may be surprised to learn just how vocal insurers are on the issue of climate change. But this is nothing new. Our members have been sounding the alarm since the 1980s based on our global view of severe weather losses and the impact they have on our industry.

PRESIDENT'S MESSAGE



Canadians are exposed to flooding more than any other climate peril. Before the federal election in October 2019, IBC advocated for a National Action Plan on Flooding in all of the political parties' platforms. The Liberal government adopted our recommendations and made them part of the mandates of six federal cabinet ministers.

Beyond a doubt, responding to the pandemic's economic effects will be a focus in 2020. But IBC is also moving forward in other areas. For example, it's addressing the challenges that companies and organizations, such as condominium corporations, face when trying to obtain affordable commercial insurance in the current hard market.

In January, IBC launched the National Commercial Insurance Task Force (Task Force), which is hosting virtual roundtables across the country to hear from key stakeholders, including customers, business groups and governments. These forums have helped IBC and its members understand the scope of the challenge and establish solutions for both the short and long terms.

The Task Force's final report will be released later this year, but IBC is not standing still on the insights it has gained. We have already made policy recommendations in British Columbia. And in Q3 2020, we plan to release a mid-term White Paper containing fact-based suggestions to help condominium corporations through this difficult period.

It certainly is a trying time, but I'm confident that our industry will not only endure this challenge, but will come out stronger and better prepared for the opportunities that lie ahead.



CONTENTS



SECTION 1

Canada's P&C insurance industry, all sectors

- 5 Industry at a glance
- 7 Premiums
- 9 Insurance revenue dollar
- 10 Claims
- 11 Taxes and levies
- 13 Operating expenses
- 14 Return on equity
- 17 Catastrophic losses
- 27 Regulation and regulatory issues

SECTION 2

Canada's P&C insurance industry by line of business

Auto insurance

- 30 Mandatory insurance
- 30 Optional insurance
- 30 "No-fault" insurance
- 31 What's mandatory where
- 44 Premiums and claims
- 45 Average losses
- 46 Major issues

Home insurance

- 50 Types of coverage
- 50 Premiums and claims
- 51 Major issues

Business insurance

- 53 Types of coverage
- 53 Premiums and claims
- 54 Major issues

SECTION 3

Insurance organizations

- 57 IBC members
- 64 IBC offices
- 65 IBC services
- 66 Superintendents of insurance
- 69 Insurance-related organizations



SECTION 1

Canada's P&C insurance industry, all sectors

- 5 Industry at a glance
- 7 Premiums
- 9 Insurance revenue dollar
- 10 Claims
- 11 Taxes and levies
- 13 Operating expenses
- 14 Return on equity
- 17 Catastrophic losses
- 27 Regulation and regulatory issues

INDUSTRY AT A GLANCE



42.1% of direct written premiums were for car insurance in 2019.



Of its \$187.5 billion in total assets, the P&C insurance industry had **\$122.8 BILLION** in invested assets in 2019.*



In 2019, Canadian P&C insurers paid out **\$41.5 BILLION** in claims.



In 2019, Canadian insurers wrote **\$65.3 BILLION** in direct written premiums for insurance on consumers' homes, cars and businesses.



The P&C insurance industry employed **131,600** people across Canada in 2019.



\$9.1 BILLION – the amount the P&C insurance industry contributed in taxes and levies to federal and provincial governments in 2018.

* As per the latest Office of the Superintendent of Financial Institutions (OSFI) regulatory filing forms, which came into effect in Q4 2016.

INDUSTRY AT A GLANCE



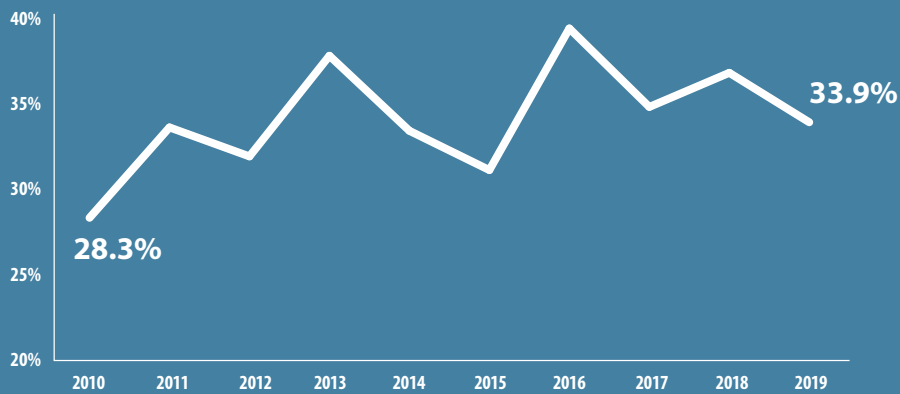
IBC helped recover stolen vehicles worth **\$37.8 MILLION** in 2019.



More than **192** private P&C insurers actively compete in Canada.



Property claims as a percentage of total claims **HAVE RISEN** over the last decade.



Sources: IBC, MSA

PREMIUMS



Insurance premiums are determined based on risk. Insurers consider the likelihood of a customer (or a group of customers with a similar set of circumstances) making a claim, and how much those claims will likely cost.

The price for premiums is based, in part, on an insurer's best estimate of the amount it will be required to pay out in claims on the policies it wrote in any given year. Insurers pool the premiums of their many policyholders to cover the losses claimed by the few in that year.

Along with covering claim costs, premiums are calculated to cover taxes, operating expenses and expected profits.

The requirement to estimate future costs is a unique challenge in the insurance business. Most businesses can calculate the actual costs of producing and selling a product before the selling price is determined. However, when setting premiums, P&C insurance companies can only estimate the costs of the medical treatments, car repairs or house repairs they will have to pay in the future.

Consumers often find this confusing and are unsure about what a premium represents. Many think of their premiums as a bank account that is there just for them in case of a loss. But that's not how it works.

Insurance companies report premiums in two ways. Direct written premiums are the total amount of premiums that a P&C insurance company receives in one year. Net written premiums are direct written premiums minus the net cost of reinsurance purchased by the insurer.

There are more than 192 private P&C insurers actively competing in Canada to sell insurance policies on homes, cars and businesses.

In 2019, private Canadian insurers wrote \$65.3 billion in direct written premiums (\$55.8 billion in net written premiums) for insurance on consumers' homes, cars and businesses.

TOP 20 PRIVATE P&C INSURERS

by direct written premiums, 2019

RANK	COMPANY	MARKET SHARE
1	Intact Group	15.08%
2	Desjardins Group	8.50%
3	Aviva Group	8.35%
4	The Co-operators Group	5.76%
5	The Wawanesa Mutual Insurance Company	5.69%
6	Lloyd's Underwriters	5.45%
7	TD Insurance Group	5.42%
8	RSA Group	4.81%
9	Economical Group	3.86%
10	Northbridge Group	3.08%
11	Allstate Group	3.00%
12	Travelers Group	2.69%
13	CAA Group	2.13%
14	AIG Insurance Company of Canada	1.95%
15	La Capitale Group	1.84%
16	Chubb Group	1.76%
17	Groupe Promutuel	1.33%
18	Zurich Insurance Company Ltd.	1.18%
19	Genworth Financial Mortgage Insurance Company Canada	1.08%
20	Allianz Global Risks US Insurance Company	0.99%

Sources: IBC, MSA

PREMIUMS



Of the \$55.8 billion in net written premiums, 43.3% was for one line of business: automobile, including commercial vehicle insurance. (Figures do not include government-owned auto insurers in British Columbia, Saskatchewan, Manitoba and Quebec, which generally provide the compulsory component of auto insurance in those provinces, in addition to some optional coverages.) Personal property, commercial property and liability made up most of the rest.

Specialized lines of insurance, such as boiler and machinery, marine and aircraft, and surety and fidelity, make up about 7.4% of the business. The smallest portion of the business is accident and sickness insurance, which a few P&C insurance companies sell. Most of this type of insurance is sold by life and health insurers.

NET WRITTEN PREMIUMS (NWP) IN \$000,000, 1996 TO 2019

	AUTO NWP	PERSONAL PROPERTY NWP	COMMERCIAL PROPERTY NWP	LIABILITY NWP	OTHER NWP	TOTAL NWP
1996	9,597	3,246	2,658	1,867	1,202	18,570
1997	9,553	3,281	2,711	1,878	1,185	18,608
1998	9,686	3,383	2,469	1,823	1,198	18,559
1999	9,839	3,293	2,434	1,846	1,315	18,728
2000	10,705	3,429	2,591	1,982	1,471	20,178
2001	11,281	3,481	2,768	2,194	1,519	21,242
2002	13,150	3,971	3,909	3,145	3,333	27,507
2003	15,781	4,452	4,518	4,081	2,581	31,413
2004	16,415	5,079	4,802	4,357	2,622	33,275
2005	16,430	5,315	4,820	4,600	2,698	33,864
2006	16,590	5,621	4,985	4,826	2,943	34,964
2007	16,758	6,033	4,997	4,766	3,540	36,095
2008	17,140	6,495	5,001	4,624	3,438	36,698
2009	18,126	7,013	5,313	4,667	3,068	38,187
2010	18,977	7,598	5,568	4,726	3,416	40,285
2011	20,239	8,192	6,014	4,817	3,533	42,794
2012	20,690	8,565	6,136	4,502	3,758	43,653
2013	21,089	9,024	6,339	4,731	3,823	45,007
2014	21,295	9,791	6,621	4,781	4,143	46,632
2015	20,630	10,187	6,656	4,988	4,547	47,009
2016	21,293	10,663	6,704	4,907	4,494	48,062
2017	20,626	11,226	6,941	5,029	4,645	48,466
2018	23,812	11,976	7,638	5,484	5,036	53,945
2019	24,188	12,461	8,142	5,641	5,387	55,819

Sources: IBC, MSA, SCOR, AMF

DIRECT WRITTEN PREMIUMS (DWP) BY LINE, 2019

LINE OF BUSINESS	DWP IN \$000,000	DWP AS % OF TOTAL BUSINESS
Total auto	27,452	42.1
Auto – Private passenger	22,313	34.2
Personal property	14,179	21.7
Commercial property	9,875	15.1
Liability	7,349	11.3
Specialized	4,750	7.3
Accident and sickness	1,654	2.5
Total business	65,259	100.0

Sources: IBC, MSA, SCOR, AMF

NET WRITTEN PREMIUMS (NWP) BY LINE, 2019

LINE OF BUSINESS	NWP IN \$000,000	NWP AS % OF TOTAL BUSINESS
Total auto	24,188	43.3
Auto – Private passenger	19,638	35.2
Personal property	12,461	22.3
Commercial property	8,142	14.6
Liability	5,641	10.1
Specialized	4,112	7.4
Accident and sickness	1,275	2.3
Total business	55,819	100.0

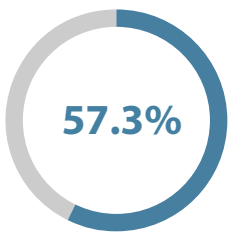
Sources: IBC, MSA, SCOR, AMF

INSURANCE REVENUE DOLLAR

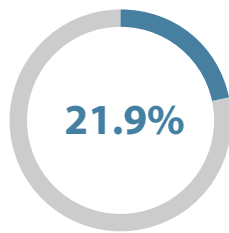


The “Insurance Dollar” graphs show how insurers spent each dollar of revenue **averaged over seven years, from 2013 to 2019**. Insurers earn revenue through premiums and on investments they make.

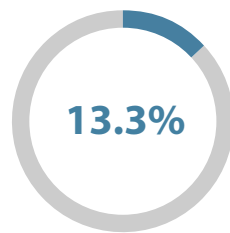
More than half of every dollar received is paid out in claims.



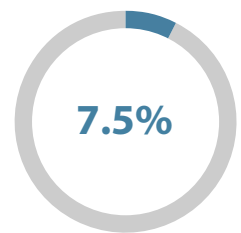
Claims paid out to policyholders



Operating expenses, including employee compensation



Taxes and levies



Profit margin

Sources: IBC, MSA



CLAIMS



In 2019, Canadian P&C insurers paid out \$41.5 billion in claims.

A note about terminology in the charts below:

Net claims incurred are the total claims cost incurred in the period, less any share to be paid by reinsurers.

NET CLAIMS INCURRED (NCI) IN \$000,000, 1996 TO 2019

	AUTO NCI	PERSONAL PROPERTY NCI	COMMERCIAL PROPERTY NCI	LIABILITY NCI	OTHER NCI	TOTAL NCI
1996	7,034	2,301	1,665	1,449	761	13,210
1997	7,221	2,112	1,838	1,406	613	13,190
1998	7,185	2,523	2,089	1,275	696	13,768
1999	7,475	2,152	1,758	1,438	659	13,483
2000	8,443	2,286	1,847	1,430	784	14,790
2001	9,431	2,316	2,031	1,495	887	16,161
2002	10,844	2,352	2,195	2,085	2,019	19,494
2003	12,028	2,574	2,161	2,632	993	20,388
2004	11,081	2,921	2,033	3,263	864	20,161
2005	10,626	3,570	3,356	3,071	944	21,568
2006	10,968	3,556	2,173	2,577	1,052	20,326
2007	11,753	3,842	2,589	2,642	990	21,817
2008	12,997	4,720	3,157	2,726	1,404	25,003
2009	13,472	5,071	3,454	2,878	1,464	26,338
2010	15,205	4,566	3,276	2,766	1,475	27,288
2011	14,607	5,336	4,087	2,977	1,560	28,567
2012	14,731	5,013	3,981	2,615	1,479	27,817
2013	15,125	6,161	4,699	2,486	1,650	30,120
2014	15,835	6,045	3,955	2,526	1,970	30,330
2015	15,277	5,489	3,797	3,106	1,761	29,431
2016	15,239	6,253	5,494	2,933	1,684	31,602
2017	15,226	6,533	4,280	2,749	1,748	30,536
2018	17,328	7,228	5,471	3,090	1,937	35,054
2019	17,816	7,197	5,026	3,559	2,150	35,748

Sources: IBC, MSA, SCOR, AMF

DIRECT CLAIMS INCURRED (DCI) BY LINE, 2019

LINE OF BUSINESS	DCI IN \$000,000	DCI AS % OF TOTAL BUSINESS
Total auto	20,321	48.9
Auto – Private passenger	16,958	40.8
Personal property	7,904	19.0
Commercial property	6,060	14.6
Liability	4,745	11.4
Specialized	1,559	3.8
Accident and sickness	941	2.3
Total business	41,530	100.0

Sources: IBC, MSA, SCOR, AMF

NET CLAIMS INCURRED (NCI) BY LINE, 2019

LINE OF BUSINESS	NCI IN \$000,000	NCI AS % OF TOTAL BUSINESS
Total auto	17,816	49.8
Auto – Private passenger	14,847	41.5
Personal property	7,197	20.1
Commercial property	5,026	14.1
Liability	3,559	10.0
Specialized	1,334	3.7
Accident and sickness	816	2.3
Total business	35,748	100.0

Sources: IBC, MSA, SCOR, AMF

TAXES AND LEVIES



Each year, the private P&C insurance industry makes significant tax contributions to government revenues. In 2018, Canadian P&C insurers contributed taxes and levies totalling \$9.1 billion to federal and provincial governments.

About 97% (\$8.9 billion) of the industry's total tax contribution was incurred through the insurance supply chain and paid regardless of the industry's bottom line, while only about 3% (\$0.2 billion) was paid in income taxes.

The main taxes and levies applied to the P&C insurance industry are:

- **Sales tax on claims and expenses.** The P&C insurance industry paid an estimated \$2.3 billion in goods and services tax (GST), provincial sales tax (PST/QST) and harmonized sales tax (HST) applicable to P&C insurance claims. An additional \$430 million in sales tax related to general and administrative expenses was incurred as part of daily operations.
- **Insurance premium tax.** Provinces apply this tax, which is included in premiums, at different rates on different insurance products. Some jurisdictions have combined this tax with a fire tax. Some provincial governments collect a fire tax to disburse to municipalities to support fire services.
- **Retail sales tax (RST) on premiums.** This is a provincial sales tax collected from policyholders in Manitoba, Saskatchewan, Ontario, Quebec, and Newfoundland and Labrador.* Considered a financial service, P&C insurance premiums are exempt from the federal GST and HST; however, some provinces apply a unique RST to premiums.
- **Health care levy.** This levy is paid to most provincial governments to support the health care system, particularly to pay for the public health system costs of victims of automobile collisions. Health care levies are included in the industry's total tax contribution because they are a mandatory payment.

* The RST on auto insurance premiums in Newfoundland and Labrador was eliminated effective April 15, 2019.

FEDERAL AND PROVINCIAL TAXES AND LEVIES COLLECTED IN \$000,000, 2018

Income taxes	249
Payroll taxes	1,678
Realty and business taxes	32
Transaction taxes	
GST on claims*	930
PST/QST on claims*	1,374
Sales tax on operating expenses	430
RST on premiums (Man., Ont., Que., N.L., Sask.)	2,098
Insurance premium taxes	1,967
Transaction subtotal	6,799
Total taxes	8,757
Health levies	381
TOTAL	9,138

* HST is allocated into the appropriate component.
Source: IBC

Although P&C insurance products are exempt from GST and HST, a significant amount of sales and insurance-specific taxes are embedded in the premium. Based on a \$1,000 unit of premium, on a Canada-wide average basis, it's estimated that these taxes account for \$156 of the premium for personal property insurance, \$129 of the premium for private passenger auto insurance (includes health care levies), \$115 of the premium for commercial liability insurance and \$108 of the premium for commercial property insurance.

TAXES AND LEVIES



PROVINCIAL INSURANCE PREMIUM, RETAIL SALES AND FIRE TAX RATES AS OF FEBRUARY 2020

	INSURANCE PREMIUM TAX RATE (%)	FIRE TAX RATE (%)	RETAIL SALES TAX RATE (%)
Alberta	4.00	-	-
British Columbia (auto and property insurance)	4.40	-	-
British Columbia (excluding auto and property)	4.00	-	-
Manitoba ¹	3.00	1.25	7.0
New Brunswick ²	3.00	1.00	-
Newfoundland and Labrador (auto insurance) ³	5.00	-	-
Newfoundland and Labrador (excluding auto)	5.00	-	15.0
Northwest Territories	3.00	1.00	-
Nova Scotia	4.00	1.25	-
Nunavut	3.00	1.00	-
Ontario (auto insurance)	3.00	-	-
Ontario (property insurance)	3.50	-	8.0
Ontario (excluding property and auto)	3.00	-	8.0
Prince Edward Island	4.00	-	-
Quebec ⁴	3.48	-	9.0
Saskatchewan (auto insurance)	5.00	-	6.0
Saskatchewan (hail insurance)	3.00	-	-
Saskatchewan (excluding auto and hail)	4.00	1.00	6.0
Yukon ²	2.00	1.00	-

¹ In March 2020, Manitoba deferred, until further notice, the previously announced PST reduction to 6% from 7%, which was to have taken effect July 1, 2020.

² In New Brunswick and Yukon, the fire tax applies on property and auto fire risks.

³ The RST on auto insurance premiums in Newfoundland and Labrador was eliminated effective April 15, 2019. Non-owned auto, which is a third-party liability coverage reported under general liability, is considered an exempt auto insurance coverage.

⁴ Insurance premium tax rates include a surcharge and a compensation tax. Quebec has extended the application periods of the surcharge of 0.18% to March 31, 2022, and the compensation tax of 0.30% to March 31, 2024.

Source: IBC

OPERATING EXPENSES



Operating expenses for P&C insurers include facility costs, information technology, market research, distribution costs and employee compensation.

Employee compensation is the largest operating expense. In 2019, the P&C insurance industry employed 131,600 people across Canada.

Compensation levels in the industry are relatively high compared with most other sectors in the economy. The average weekly salary in 2019 was \$1,319. This reflects the advanced skill mix possessed by employees in the P&C insurance industry.

Employment in the insurance industry as a whole (which includes life, health and medical, and P&C) grew by 11.0% between 2013 and 2019, according to Statistics Canada.

AVERAGE WEEKLY WAGE COMPARED TO BENCHMARK INDUSTRIES, 2019

Mining and quarrying (except oil & gas)	1,930.9
Professional, scientific & technology services	1,439.2
Public administration	1,336.1
Information & cultural industries	1,319.2
Insurance carriers & related activities (includes life & health and P&C insurance)	1,319.1
Credit intermediation	1,259.9
Hospitals	1,156.8
Manufacturing	1,138.2
Educational services	1,069.3
All industries	1,028.5
Retail trade	614.5
Accommodation & food service	419.8

Source: Statistics Canada Table: 14-10-0204-01 (formerly: CANSIM 281-0027)

RETURN ON EQUITY



Return on equity in the P&C insurance industry is cyclical. It has fluctuated around an average of 10.5% since 1975. The 2019 industry return on equity was 7.1%.

Despite extraordinarily large losses in the first quarter, the 2019 net underwriting income, excluding Lloyd's and mortgage insurers, was \$103 million owing to lower overall insured catastrophic losses compared to 2018.

Investment returns in 2019 were at 3.6%. Return on investment is correlated with the yields for 3- and 5-year Government of Canada bonds, which have fallen for the last two decades. Investment income for 2019 was \$4.3 billion.

The P&C insurance industry is highly regulated by governments. Nearly 68% of invested assets are placed in bonds.

Of its \$187.5 billion in total assets, the P&C insurance industry has \$122.8 billion in invested assets. This makes the Canadian P&C insurance industry a major stakeholder and investor in the national economy. P&C insurers invest mainly in domestic government and corporate bonds, and in preferred and common stocks. These investments produce a steady flow of income and balance the more variable income from the underwriting side of the business, which tends to fluctuate from year to year.

INVESTMENTS IN \$000,000 AS OF DECEMBER 31, 2019*

BONDS	SHARES	MORTGAGES	REAL ESTATE	TERM DEPOSITS	OTHER	TOTAL
83,383	12,029	1,377	554	5,396	20,082	122,821
67.9%	9.8%	1.1%	0.5%	4.4%	16.4%	100.0%

* As per the latest OSFI regulatory filing forms, which came into effect Q4 2016.
Sources: IBC, MSA, SCOR, AMF

RETURN ON EQUITY



RETURN ON EQUITY, RETURN ON INVESTMENT AND UNDERWRITING RATIOS, 1996 TO 2019

	RETURN ON EQUITY*	RETURN ON INVESTMENT	EARNED LOSS RATIO	OPERATING EXPENSE RATIO	COMBINED RATIO
1996	13.6%	10.3%	72.7%	30.7%	103.4%
1997	13.1%	10.4%	71.4%	31.2%	102.6%
1998	6.8%	8.5%	74.9%	32.9%	107.8%
1999	6.5%	7.3%	72.6%	33.2%	105.9%
2000	6.3%	9.0%	75.9%	32.7%	108.7%
2001	2.6%	7.5%	80.0%	31.0%	111.0%
2002	1.7%	5.4%	76.9%	28.9%	105.8%
2003	11.6%	6.2%	69.9%	28.6%	98.4%
2004	18.1%	5.6%	62.7%	28.2%	91.0%
2005	17.2%	5.9%	64.7%	28.7%	93.4%
2006	16.9%	5.9%	59.5%	28.1%	87.5%
2007	14.1%	5.5%	62.5%	28.5%	91.0%
2008	6.0%	3.9%	70.3%	30.0%	100.3%
2009	6.9%	4.2%	69.5%	30.0%	99.6%
2010	7.6%	4.3%	69.1%	30.2%	99.4%
2011	8.0%	4.2%	68.2%	30.3%	98.4%
2012	10.8%	3.9%	64.7%	30.6%	95.3%
2013	6.9%	3.1%	68.1%	30.8%	98.9%
2014	9.9%	3.9%	66.6%	31.0%	97.6%
2015	10.0%	3.3%	63.5%	31.4%	94.9%
2016	6.1%	2.6%**	67.5%	31.7%	99.2%
2017	7.3%	3.0%**	64.1%	32.5%	96.6%
2018	4.8%	2.1%**	67.7%	31.0%	98.6%
2019	7.1%	3.6%**	66.5%	31.5%	98.0%

* Excluding Lloyd's

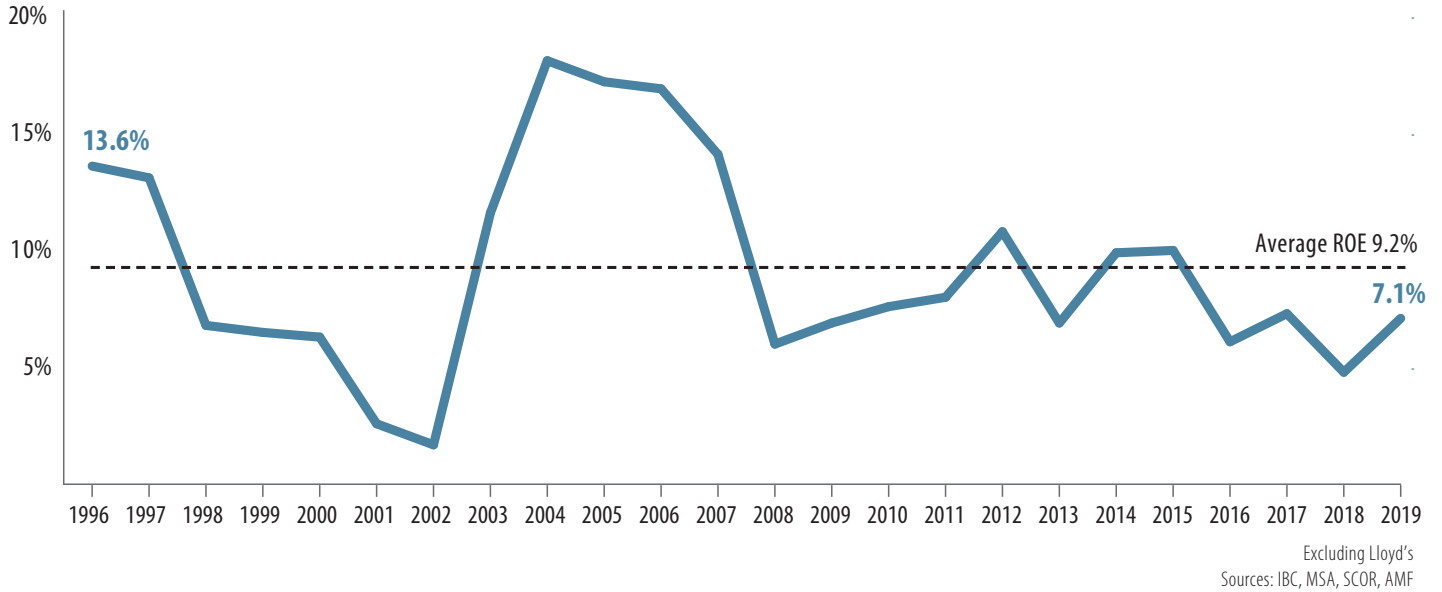
** As per the latest OSFI regulatory filing forms, which came into effect in Q4 2016
Sources: IBC, MSA, SCOR, AMF



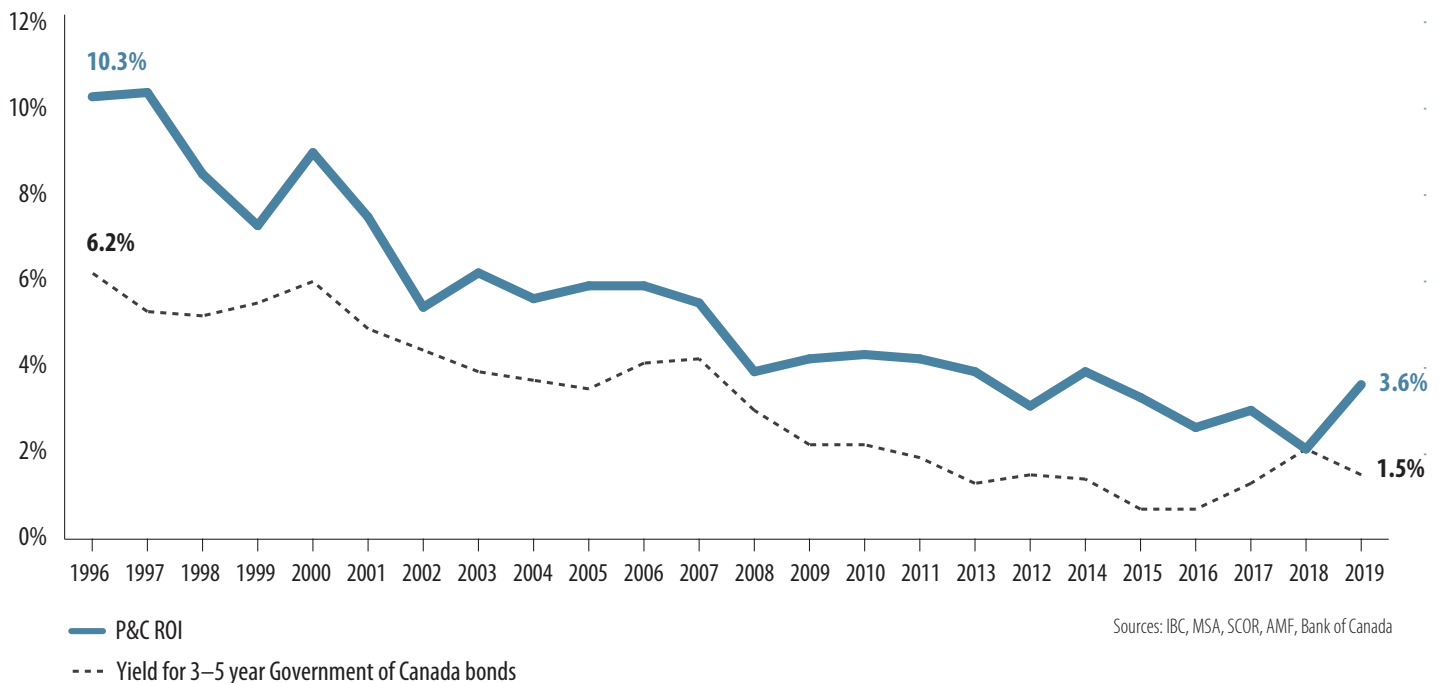
RETURN ON EQUITY



RETURN ON EQUITY (ROE), 1996 TO 2019



RETURN ON INVESTMENT (ROI) COMPARED WITH GOVERNMENT OF CANADA BOND YIELD, 1996 TO 2019



CATASTROPHIC LOSSES



Insured losses for a given disaster are deemed catastrophic when they total \$25 million or more. Catastrophic losses for a year are the sum total of insured losses from these catastrophes. Catastrophic losses due to natural disasters have increased dramatically over the last decade.

In 2019, catastrophic losses accounted for approximately \$1.32 billion. This was the result of many smaller catastrophic losses right across the country. Like 2018, no one big event accounted for a large portion of this amount.

The highest-ever loss for a single year was \$5.2 billion in 2016. Of the \$5.2 billion, \$3.9 billion was the result of the Fort McMurray wildfire in northern Alberta, which forced the evacuation of nearly 90,000 people. The fire destroyed or damaged over 2,500 homes and buildings and thousands of vehicles, and resulted in about 60,000 claims.

Before 2016, the year 2013 was the record-breaker for catastrophic losses. That year, insurers paid out more than \$3.4 billion, including \$1.7 billion as a result of floods in southern Alberta and around \$1 billion as a result of a summer storm and flooding in Toronto. As well, at the end

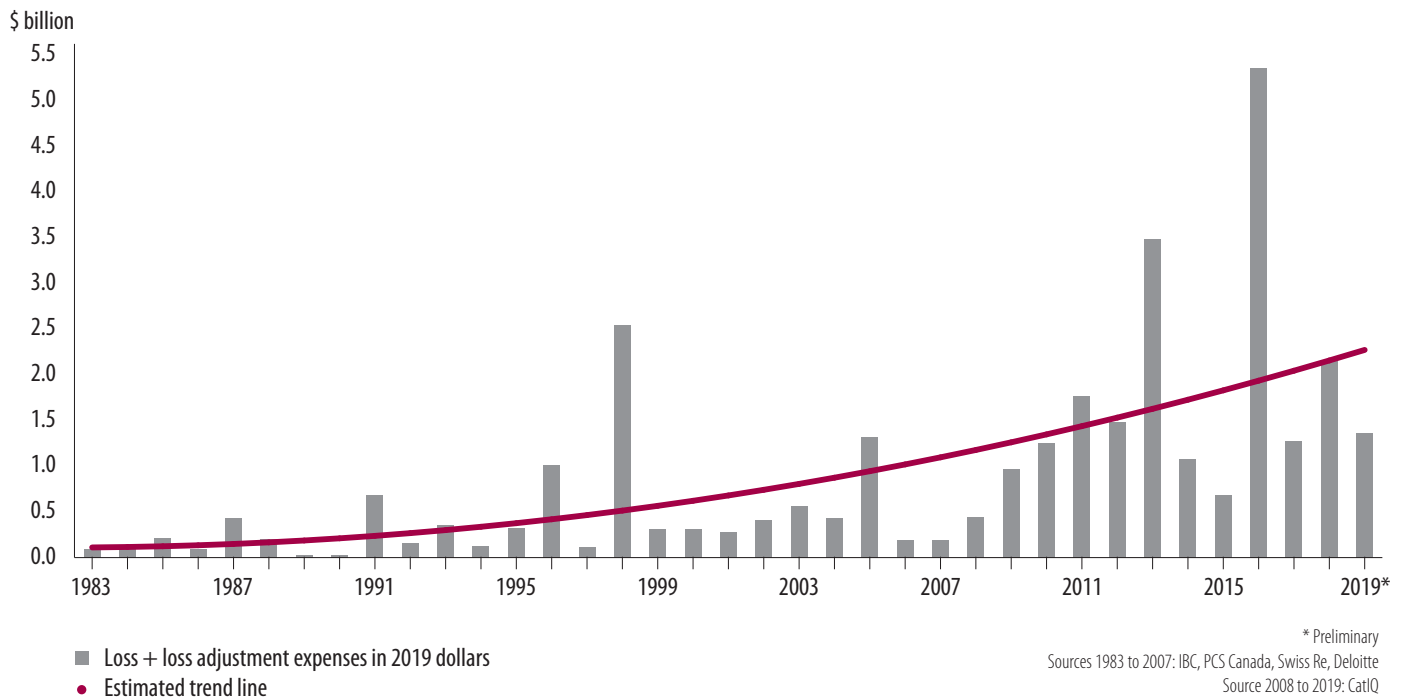
of 2013, a massive winter storm hit southern Ontario and parts of Eastern Canada.

Another record year for insured losses was 1998, the year that an ice storm occurred in Quebec and Ontario with six days of freezing rain, month-long power outages and \$2.2 billion in insured losses.

Milestone losses of the past decade include hailstorms in Alberta during the summer of 2014 that cost insurers \$569 million. They also include the Slave Lake fire of 2011 that ravaged a remote area of Alberta, causing \$584 million in insured losses.

(All figures in this section are in 2019 dollars. For catastrophic losses plus loss adjustment expenses, see the chart on the next page.)

CATASTROPHIC LOSSES IN CANADA IN \$000,000,000, 1983 TO 2019 AND TREND



CATASTROPHIC LOSSES



The table below shows the steady increase in the number and cost of catastrophic losses from severe weather in Canada. This is not a Canada-only phenomenon; it is part of a worldwide trend. **The table includes insured losses by event and annual totals from 1983 to 2017. For 2018 and 2019, it sets out insured losses for the two largest events in the year and annual totals.**

The figures from 2008–2019 are reported by Catastrophe Indices and Quantification Inc. (CatIQ), which tracks insured losses arising from catastrophic events in Canada, or as indicated at the end of the table. Prior to 2008, IBC used multiple sources to establish estimates for catastrophic event losses. Insured loss data for events taking place from 2008–2019 are available through subscription to CatIQ.

BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
1983			
July 9, Saskatchewan	Storm	16,385	38,354
Aug. 3, Edmonton AB	Storm	22,060	51,638
Total 1983		38,445	89,992
1984			
April 30, Bruce County ON	Wind	39,066	87,673
Total 1984		39,066	87,673
1985			
May 30, Leamington ON	Storm	16,390	35,382
May 31, Barrie ON	Tornado	83,922	181,165
Total 1985		100,312	216,547
1986			
May 29, Montreal QC	Hail	45,473	94,273
Total 1986		45,473	94,273
1987			
May 29, Montreal QC	Hail	24,891	49,419
July 14, Montreal QC	Storm	44,678	88,704
July 31, Edmonton AB	Tornado	148,377	294,588
Total 1987		217,946	432,710
1988			
June 7, Medicine Hat AB	Tornado	50,027	95,557
July 6, Slave Lake AB	Flooding	21,500	41,067
Aug. 16, Calgary AB	Hail	37,127	70,917
Total 1988		108,654	207,541
1989			
July 20, Harrow ON	Flooding	13,807	25,104
Total 1989		13,807	25,104
1990			
July 9, Calgary AB	Hail	16,279	28,239
Total 1990		16,279	28,239
1991			
March 27–28, Sarnia ON	Tornado	25,407	41,731
July 3, Red Deer AB	Storm	28,202	46,322
Aug. 27, Maskinongé QC	Tornado	17,667	29,018
Sept. 7, Calgary AB	Hail	342,745	562,963
Nov. 30, Ontario	Wind	5,429	8,917
Total 1991		419,450	688,952

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
1992			
July 31, Calgary AB	Hail	22,078	35,745
July 31, Toronto ON	Flooding	4,898	7,930
Aug. 28, Alberta	Hail	5,263	8,521
Aug. 28, Elmira and Aurora ON	Flooding	4,348	7,040
Sept. 1, Alberta	Hail	7,421	12,015
Oct. 6–7, Avalon NL	Wind	8,216	13,302
Nov. 12–13, southern Ontario	Wind	36,437	58,993
Nov. 12–13, Quebec	Wind	12,056	19,519
Total 1992		100,717	163,066
1993			
March 13–14, Quebec	Storm	18,447	29,308
July 25–Aug.14, Winnipeg MB	Flooding	184,837	293,666
July 29–30, Alberta	Hail	8,116	12,895
July 29, Saskatchewan	Flooding	5,383	8,552
July 29–30, Quebec	Flooding	7,624	12,113
Total 1993		224,407	356,534
1994			
Jan. 16–17, southern Ontario	Flooding	13,145	20,860
Jan. 28, southern Ontario	Storm	6,250	9,918
May 18, southern Manitoba	Storm	8,260	13,108
May 22, Saskatchewan	Storm	8,666	13,752
June 18, southern Alberta	Hail	8,263	13,113
Aug. 4, Salmon Arm BC	Storm	10,225	16,226
Aug. 4, Aylmer QC	Tornado	6,911	10,967
Aug. 27, southern Manitoba	Hail	8,112	12,873
Aug. 28, southern Ontario	Storm	7,219	11,456
Total 1994		77,051	122,275
1995			
June 6–9, Calgary AB	Flooding	20,764	32,236
July 4, Edmonton AB	Hail	14,698	22,819
July 10, southern Alberta	Hail	26,389	40,969
July 13–15, southern Ontario	Storm	53,439	82,965
July 17, Calgary AB	Hail	52,304	81,203
July 30, southern Manitoba	Storm	8,468	13,147
Aug. 26, Regina SK	Storm	12,294	19,087
Oct. 5–6, Hamilton ON	Storm	16,325	25,345
Total 1995		204,681	317,770
1996			
July 16, Winnipeg MB	Flooding/Hail	146,825	224,614
July 16–18, Calgary AB	Hail	119,091	182,186
July 19–20, Saguenay QC	Flooding	85,222	130,373
July 23, Outaouais QC	Wind/Hail	207,159	316,914
July 24–25, Calgary AB	Hail	1,571	2,403

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
Aug. 8, Ottawa ON	Flooding	20,257	30,989
Aug. 8, Outaouais, Estrie QC	Flooding	7,882	12,058
Nov. 9, Montreal, Quebec City QC	Flooding	76,040	116,327
Total 1996		664,047	1,015,865
1997			
Feb. 27, Niagara Peninsula ON	Wind	23,776	35,769
April 6–7, Sudbury ON	Flooding	20,558	30,928
July 14–15, Chambly QC	Flooding	29,865	44,930
Total 1997		74,199	111,627
1998			
Jan., southern Quebec	Ice storm	1,384,100	2,061,748
Jan., eastern Ontario	Ice storm	170,000	253,231
Jan., southern New Brunswick	Ice storm	20,000	29,792
July 4–9, Calgary AB	Hail	69,742	103,887
Sept. 26–27, Niagara Peninsula ON	Wind	63,403	94,445
Total 1998		1,707,245	2,543,103
1999			
Jan., southern Ontario	Snowstorm	120,021	175,704
June 5, Drummondville QC	Hail	20,555	30,091
July 5–6, Quebec	Wind	43,321	63,419
July 28, Atlantic provinces	Flooding	15,756	23,066
Sept. 22, Atlantic provinces	Flooding	15,648	22,908
Total 1999		215,301	315,188
2000			
May 12, southern Ontario	Storm	128,121	182,646
July 7, southern Manitoba	Storm	18,559	26,457
July 14, Pine Lake AB	Tornado	17,916	25,541
Aug. 9, Calgary AB	Storm	28,058	39,999
Oct. 30, Sydney NS	Flooding	4,010	5,717
Dec. 17, Atlantic provinces	Wind	19,756	28,164
Total 2000		216,420	308,523
2001			
Feb. 1, Atlantic provinces	Snowstorm	13,746	19,115
Feb. 8, southern Ontario	Storm	54,078	75,200
Feb. 8, Quebec	Storm	53,843	74,874
July 13, Alberta	Storm	25,513	35,478
July 28, Edmonton AB	Storm	23,902	33,238
Sept. 19, Atlantic provinces	Flooding	6,362	8,847
Dec. 14, southwestern British Columbia	Wind	27,035	37,595
Total 2001		204,480	284,348

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
2002			
Jan. 31, southern Ontario	Wind	34,508	46,931
March 9, Ontario	Wind	110,989	150,945
June 8, southern Alberta	Flooding	42,828	58,246
June 10, southern Ontario	Storm	53,943	73,362
July 26, southwestern Ontario	Storm	60,060	81,682
Total 2002		302,327	411,165
2003			
March 30–April 1, New Brunswick	Flooding	4,695	6,211
March 30–April 1, Newfoundland and Labrador	Flooding	711	941
March 30–April 1, Prince Edward Island	Flooding	628	831
March 30–April 1, Nova Scotia	Flooding	18,557	24,550
Aug. 11–12, Alberta	Wind/hail	33,565	44,405
Aug. 11–12, Saskatchewan	Wind/hail	29,055	38,439
Summer, British Columbia	Forest fires	200,000	264,591
Sept. 28–29, Prince Edward Island	Hurricane	6,665	8,818
Sept. 28–29, Nova Scotia	Hurricane	132,671	175,518
Total 2003		426,548	564,305
2004			
July 2–11, Edmonton AB	Hail	166,000	215,626
July 15, Calgary AB	Hail	21,500	27,927
July 15, Peterborough ON	Flooding	87,303	113,402
Sept. 9, eastern Ontario	Rainstorm	57,600	74,819
Total 2004		332,403	431,775
2005			
June 6–8 and June 17–19, Alberta	Flooding	300,000	381,308
June 20–30 and July 1–2, Manitoba	Flooding	60,000	76,262
July 5 and Sept. 26, Quebec	Rainstorm	57,000	72,449
Aug. 19, Ontario	Wind/rainstorm	625,400	794,901
Total 2005		1,042,400	1,324,920
2006			
Feb. 6, British Columbia	Storm	6,406	7,985
Aug. 10, Alberta	Hail	13,593	16,945
Sept. 24, Greater Toronto Area ON	Wind/hail	4,628	5,769
Nov.15–Dec. 15, British Columbia	Storm	133,086	165,900
Total 2006		157,713	196,599
2007			
Jan. 5, British Columbia	Storm	16,235	19,802
June 5, Alberta	Storm	44,621	54,426
June 22–24, Manitoba	Storm	17,607	21,476
Summer, Manitoba	Storm	47,400	57,815
July 7, Alberta	Forest fires	7,376	8,997
July 28–29, Alberta	Hail	16,581	20,224
Aug. 1, Newfoundland and Labrador	Wind	6,039	7,366
Total 2007		155,859	190,106

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
2008			
Jan. 9, Greater Toronto Area, Prince Edward County ON	Windstorm	70,315	83,811
June 10, Montreal and surrounding regions QC	Hail/Windstorm/Lightning/Water	172,490	205,597
July 9, Swift Current SK	Hail/Windstorm/Lightning/Water	29,388	35,029
Aug. 8, Red Deer AB	Hail/Windstorm/Lightning/Water	51,882	61,840
Dec. 21, Vancouver BC	Winter storm	51,663	61,579
Total 2008		375,738	447,856
2009			
Jan. 6–8, Vancouver, Fraser Valley, Chilliwack, Greendale BC	Flooding/Water	43,272	51,442
Feb. 11–13, southwestern Ontario	Flooding/Water	42,420	50,429
April 25, southwestern, southcentral and eastern Ontario	Windstorm/Hail/Lightning/Water	40,981	48,719
July 26, Hamilton, Toronto, North York ON	Flooding/Windstorm/Lightning/ Water	173,312	206,035
Aug. 1–3, Calgary, Camrose AB	Windstorm/Hail/Lightning/Water	346,548	411,980
Aug. 14, Brandon, Winnipeg, Steinbach MB	Hail/Lightning/Water	72,866	86,624
Aug. 20, Greater Toronto Area ON	Windstorm/Hail/Lightning/Water	96,183	114,343
Total 2009		815,582	969,573
2010			
March 13, Greater Toronto Area ON	Flooding/Windstorm/Water	26,090	30,457
May 28, Winnipeg MB	Flooding/Water	33,417	39,010
June 6, Leamington ON	Windstorm/Lightning/Water	123,864	144,597
June 16–18, Blood Tribe Reserve, Medicine Hat AB; Maple Creek SK	Flooding/Water	41,852	48,857
June 29, Saskatoon SK; Alberta	Hail/Flooding/Windstorm/ Lightning	85,210	99,473
July 2, Kawacatoose First Nation near Raymore and Yorkton SK	Windstorm/Hail/Lightning/Water	31,074	36,275
July 12, Calgary AB	Hail/Flooding/Windstorm/ Lightning	487,086	568,615
Aug. 22, Calgary AB	Hail/Windstorm/Lightning/Water	84,460	98,597
Sept. 21, Newfoundland and Labrador	Flooding/Windstorm/Lightning/ Water	48,161	56,222
Sept. 30–Oct. 1, Cornwall ON; Sherbrooke QC	Flooding/Windstorm/Lightning/ Water	75,754	88,434
Dec. 13, New Brunswick, Nova Scotia	Flooding/Water	33,905	39,580
Total 2010		1,070,873	1,250,118
2011			
March 5–8, Ontario, Quebec	Winter storm/Windstorm/Water	34,467	39,095
April 10–11, Thunder Bay ON, southern and eastern Ontario	Hail/Windstorm/Lightning/Water	79,066	89,683
April 27–28, Ontario, Quebec	Windstorm/Hail/Lightning/ Winter storm	199,888	226,729
May 15–16, Slave Lake AB	Fire/Windstorm	528,139	599,057
June 2, Manitoba; Saskatchewan	Hail/Lightning/Water	38,357	43,508
June 7, southern Ontario	Hail/Windstorm/Lightning/Water	25,901	29,379
June 17–21, Weyburn, Estevan SK	Flooding/Water	33,258	37,724
June 23–24, Ontario; Quebec	Flooding/Hail/Windstorm/ Lightning	32,836	37,245

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
July 7, Red Deer, Bergen, Olds, Bowden, Innisfail AB	Windstorm/Hail/Lightning/Water	58,589	66,456
July 18, Prince Albert, Big River, Waskesiu SK	Windstorm/Hail/Lightning/Water	76,056	86,269
Aug. 15, Saskatoon, Biggar, Warman SK	Hail/Flooding/Windstorm/ Lightning	69,790	79,161
Aug. 21, Goderich ON	Windstorm/Lightning/Water	112,859	128,014
Aug. 28–30, Atlantic provinces; Quebec	Flooding/Windstorm/Lightning/ Water	102,362	116,107
Nov. 27, Calgary and surrounding areas AB	Windstorm	172,733	195,927
Total 2011		1,564,301	1,774,353
2012			
March 2–3, Ontario, Quebec	Windstorm/Winter storm/Water	30,713	34,322
May 26–29, Thunder Bay ON; Montreal QC	Flooding/Lightning/Water	225,471	251,964
June 25–27, Saskatchewan	Windstorm/Hail/Lightning/Water	79,572	88,922
July 11–12, Edmonton AB	Flooding/Hail/Lightning/Water	71,759	80,191
July 22–23, Hamilton, Ottawa ON	Windstorm/Flooding/Lightning/ Water	92,650	103,537
July 26, Cardston, Nanton AB	Hail/Lightning/Water	99,437	111,121
Aug. 11, southern Quebec	Flooding/Windstorm/Lightning/ Water	57,355	64,094
Aug. 12, Calgary AB	Hail/Lightning/Water	521,647	582,942
Aug. 14, Calgary AB	Hail/Windstorm/Lightning/Water	95,253	106,445
Oct. 29–31, Ontario, Quebec	Flooding/Windstorm/Lightning/ Water	54,481	60,883
Total 2012		1,328,338	1,484,420
2013			
April 11–12, southern Ontario	Winter storm/Windstorm/Water	36,722	40,669
May 31–June 1, Quebec	Flooding/Windstorm/Hail/Water	27,669	30,643
June 19–24, southern Alberta	Flooding/Water	1,599,330	1,771,245
July 2, Edmonton region AB	Hail/Windstorm/Lightning/Water	64,052	70,937
July 8, Greater Toronto Area ON	Flooding/Lightning/Water	924,803	1,024,212
July 19, Regina SK	Hail/Lightning/Water	73,856	81,795
July 19, southern regions Ontario, Quebec	Hail/Windstorm/Lightning/Water	167,001	184,952
July 23, Lethbridge, High River AB	Hail/Windstorm/Lightning/Water	51,599	57,145
Dec. 20–26, Ontario, Quebec, Atlantic provinces	Winter storm/Windstorm/Water	201,818	223,512
Total 2013		3,146,850	3,485,111
2014			
June 17, Angus ON, southern Ontario	Windstorm/Lightning/Hail/Water	50,567	54,929
June 28–30, southern regions Saskatchewan, Manitoba	Flooding/Windstorm/Water	124,811	135,577
July 5–6, Quebec, New Brunswick, Nova Scotia, Prince Edward Island	Windstorm/Flooding/Water	38,338	41,645
July 17, Alberta, Saskatchewan	Hail/Windstorm/Lightning/Water	72,924	79,215
Aug. 4, Greater Toronto Area ON	Flooding/Lightning/Hail/Water	77,540	84,229
Aug. 7, central Alberta	Hail/Windstorm/Lightning/Water	546,468	593,607
Nov. 24–25, southern Ontario; southern Quebec	Windstorm/Flooding/Water	79,134	85,960
Total 2014		989,782	1,075,163

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
2015			
June 12, Medicine Hat AB; Weyburn SK; Virden MB	Hail/Windstorm/Lightning/Water	98,184	105,474
June 22–23, Essex, London, Toronto, Kingston ON	Flooding/Windstorm/Lightning/ Water	29,188	31,355
July 21, Rocky Mountain House, Red Deer, Lacombe, Ponoka, Crossfield AB	Hail/Windstorm/Flooding/Water	259,344	278,600
July 22, Calgary, Strathmore, Hussar, Kerrobert AB; Regina, Anglin Lake SK	Hail/Windstorm/Lightning/Water	45,676	49,067
Aug. 4–5, Calgary, Olds AB	Hail/Flooding/Windstorm/Water	167,236	179,653
Aug. 29, Vancouver BC, southwestern British Columbia	Windstorm/Water	34,768	37,350
Total 2015		634,396	681,500
2016			
March 23–26, Fergus, Orangeville, Barrie, Newmarket ON	Winter storm/Windstorm/Water	28,155	29,821
May 3–19, Fort McMurray AB	Fire	3,752,981	3,975,120
June 24–25, Saskatoon SK; West Hawk Lake MB; Killarney, Melita, Thunder Bay ON	Flooding/Windstorm/Hail/Water	37,247	39,452
June 28–30, Okotoks, Calgary, Edmonton, Ponoka AB; southern Saskatchewan; southern Manitoba	Hail/Flooding/Windstorm/Water	93,097	98,607
July 8–11, Edmonton, Calgary AB; southwest Manitoba; Estevan SK	Hail/Flooding/Windstorm/Water	56,103	59,424
July 8, Bradford, Markdale, London ON	Hail/Windstorm/Lightning/Water	47,615	50,433
July 15–16, Calgary AB; Swift Current SK	Hail/Flooding/Windstorm/Water	72,430	76,717
July 18–20, Medicine Hat AB; Outlook SK; Winnipeg MB	Hail/Windstorm/Lightning/Water	105,684	111,939
July 22, Moose Jaw SK	Hail/Windstorm/Lightning/Water	77,401	81,982
July 27, Toronto ON; Saguenay QC	Hail/Windstorm/Lightning/Water	65,813	69,708
July 30–Aug. 1, Calgary, Airdrie, Fort McMurray AB; Yorkton, Melville SK; Winnipeg MB	Hail/Windstorm/Flooding/Water	462,528	489,905
Sept. 28–30, Windsor ON	Flooding/Windstorm/Water	156,170	165,414
Oct. 9–11, Sydney, Cape Breton NS; Burgeo NL; New Brunswick; Prince Edward Island	Windstorm/Flooding/Water	108,591	115,019
Total 2016		5,063,815	5,363,542
2017			
March 8, Windsor, Sarnia, London, Niagara Falls, St. Catharines, Hamilton ON	Windstorm	110,894	115,656
March 11, St. John's, Torbay, Avalon Peninsula NL	Windstorm	65,140	67,937
April 5–7, Sainte-Thérèse, Rosemère, Blainville, Sainte-Hyacinthe QC; Ontario	Flooding/Water/Winter storm	111,424	116,209
May 5–7, Minden, Peterborough, Cumberland ON; Gatineau, Laval, Montreal QC; Saint John River NB; Cape Breton NS	Flooding/Water	116,456	121,457
May 23–24, Vancouver BC; Edmonton, Calgary, Red Deer, Lacombe AB; Saskatchewan	Windstorm/Water/ Flooding	68,858	71,815
June 2, Saskatoon SK	Hail/Windstorm/Lightning/Water	46,951	48,967
June 20, Red Deer, Innisfail, Sylvan Lake, Pine Lake, Edmonton AB	Hail/Windstorm/Water	36,069	37,618
July 7–Sept 27, Ashcroft, Cache Creek, Loon Lake, Pressy Lake BC	Fire	46,408	48,401
July 12–13, Drayton Valley, Edmonton, Breton AB	Hail/Windstorm/Flooding/Water	35,254	36,768
July 15–27, Williams Lake and surrounding areas BC	Fire	90,940	94,845

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
July 23, Wetaskiwin, Red Deer, Edmonton, Calgary, Bashaw, Camrose AB	Hail/Windstorm/Flooding/ Lightning	73,326	76,475
July 27–29, Mayerthorpe, Sangudo, Maskwacis, Red Deer, Edson, Westlock AB; Yorkton, Melville SK	Hail/Windstorm/Flooding/Water	50,493	52,661
Aug. 28–29, Windsor, Tecumseh, Essex ON	Flooding/Water	169,422	176,698
Oct. 16–18, Calgary, Medicine Hat AB; Regina, Moose Jaw, Saskatoon SK; Winnipeg, Dauphin MB; British Columbia	Windstorm/Water/Fire	105,733	110,274
Oct. 29–30, Kingston, Ottawa ON; Gatineau, Wakefield QC	Flooding/Water/Windstorm	99,847	104,135
Total 2017		1,227,215	1,279,917
2018			
Jan. 11–14, Sherbrooke QC; Sussex NB; Corner Brook NL; Ontario; Quebec; New Brunswick; Newfoundland and Labrador; Nova Scotia; Prince Edward Island	Water/Flooding/Windstorm/ Winter storm		
Feb. 19–22, Brantford, Cambridge, Greater Toronto Area, London ON; Cookshire-Eaton, Eastern Townships QC	Water/Flooding/Winter storm		
April 4–5, Niagara, Greater Toronto Area ON; Quebec	Windstorm/Winter storm/Water/ Flooding		
April 14–17, Greater Toronto Area, Leamington, Hamilton, Guelph, Kitchener, Waterloo, London, Chatham-Kent, Ottawa ON; Gatineau QC	Winter storm/Flooding/Water/ Windstorm		
May 4–5, Hamilton, Toronto and Greater Toronto Area ON; Quebec	Windstorm/Water	680,013	693,267
June 14, Estevan, North Portal, Bienfait SK; Belmont, Winkler MB	Hail/Windstorm/Water/Flooding		
July 6–7, Lakeland region, Neilburg, Langham SK; Lloydminster AB	Hail/Windstorm/Water		
July 13–14, Ponoka, Red Deer, Alix, Vermillion, Stettler, Bowden AB; Saskatchewan	Hail/Windstorm/Water/Lightning		
Aug. 1–4, Calgary, Beaverlodge AB; Alonsa, Silver Ridge, Margaret Bruce Beach MB; Saskatchewan	Hail/Windstorm/Water/Lightning		
Aug. 7–8, Downtown Toronto, North York ON	Water/Flooding		
Sept. 21, Dunrobin, Ottawa, Nepean ON; Gatineau QC	Windstorm/Hail/Water/Flooding	350,828	357,666
Dec. 20, Southern Gulf Islands, Vancouver Island, Surrey, Abbotsford, Vancouver BC	Windstorm/Water/Flooding		
Total 2018		2,113,239	2,154,427
2019			
Jan. 24–25, Saint John, Sussex, Moncton NB; Montreal, Quebec City QC; Nova Scotia; Prince Edward Island	Water/Flooding/Windstorm/ Winter storm		
Feb. 3–5, Greater Toronto Area, Ottawa, Orillia ON; Gatineau, Montreal, Sherbrooke, Quebec City QC	Water/Flooding/Windstorm/ Winter storm		
Feb. 24–25, Niagara region, Hamilton, Greater Toronto Area ON; Quebec	Windstorm/Water/Flooding/ Winter storm		
March 9–11, Greater Toronto Area ON; Quebec	Water/Flooding/Windstorm/ Winter storm		
March 13–16, Greater Toronto Area, Kitchener, Bolton, Peterborough ON; Quebec; New Brunswick; Nova Scotia	Flooding/Water/Windstorm/ Winter storm		
April 18–May 14, Ste-Marthe-sur-le-Lac, Laval, Sainte-Marie QC; Huntsville, Bracebridge ON; New Brunswick	Flooding/Water/Windstorm	271,483	271,483

CATASTROPHIC LOSSES



BY EVENT IN \$000, 1983 TO 2019

DATE AND PLACE	EVENT TYPE	LOSS plus loss adjustment expenses	LOSS plus loss adjustment expenses in 2019 dollars
July 13–15, Mistusinne, Luseland, Eston, Balcarres, Brownlee, Saskatoon SK; Portage La Prairie, Sage Creek MB; Alberta	Hail/Windstorm/Water/Flooding		
July 30–31, Stettler, Castor, Cadogan AB; Saskatchewan	Hail/Water/Flooding		
Aug. 2, Spruce Grove, Stony Plain, Edmonton, Drayton Valley AB	Hail/Windstorm		
Sept. 7–9, Sambro Creek, Halifax, Dartmouth NS; Moncton, Saint John NB; Prince Edward Island; Newfoundland and Labrador; Quebec	Windstorm/Water/Flooding		
Oct. 31–Nov. 2, Niagara region ON, eastern Ontario; Montreal and area QC; New Brunswick; Nova Scotia; Prince Edward Island; Newfoundland and Labrador	Windstorm/Water/Flooding	255,501	255,501
Total 2019*		1,362,790	1,362,790

* preliminary

Sources 1983 to 2007: IBC, PCS Canada, Swiss Re, Deloitte
Source 2008 to 2019: CatIQ

REGULATION AND REGULATORY ISSUES



The federal and provincial governments regulate the P&C insurance industry. The provincial governments regulate market conduct, and the federal Office of the Superintendent of Financial Institutions (OSFI) is the industry's key prudential (solvency) regulator.

While it is impossible to pinpoint the exact costs associated with regulatory compliance by the industry, it's estimated that they are in the hundreds of millions of dollars.

Auto insurance, in particular, is very highly regulated. The provincial governments determine how claims are handled and how complaints are managed; they also administer rate approval systems. IBC is advocating for auto insurance reform in several provinces, including Alberta, Ontario, Nova Scotia, New Brunswick, and Newfoundland and Labrador.

Through IBC, the P&C insurance industry also engages with regulators and the federal government to ensure that new regulations balance the needs of consumers and take into consideration insurers' business models.

As an example, the industry is in ongoing discussions with regulators and tax authorities about required changes to capital, regulatory reporting and taxes in light of the adoption of the new accounting framework, International Financial Reporting Standard on Insurance Contracts (IFRS 17). IFRS 17 presents a fundamentally different view of accounting that will lead to transformational changes in all facets of insurance operations, from pricing and underwriting to systems and products. As a result of advocacy efforts by IBC and the insurance industry, the International Accounting Standards Board has deferred the effective date for IFRS 17 adoption by two years to January 1, 2023.

IBC and P&C insurers are also working with OSFI to address the proposals outlined in OSFI's reinsurance framework discussion paper that was issued in June 2018. OSFI plans to

issue a new set of proposals for consultation following the normalization of conditions related to the COVID-19 pandemic. IBC and the P&C insurance industry will continue to consult with OSFI on these issues in the lead-up to the issuance of the final guideline that will likely be deferred to 2021.

Market conduct – going global

The International Association of Insurance Supervisors' "Insurance Core Principles" are driving regulatory activity in Canada. For instance, they are influencing the regulation governing how insurance companies treat their customers. The increased influence of international regulatory bodies means that regulation of the P&C insurance market in Canada is becoming more consistent with regulations that are in place around the globe. IBC works with the provincial insurance regulators in Canada to ensure that the global principles are applied in a risk-based manner.

IBC also monitors global regulations to assess their impact on Canadian insurers. This involves ensuring that international regulations are sensitive to the domestic regulatory landscape and the particulars of the P&C insurance industry in Canada. IBC also participates in the discussions led by the Global Federation of Insurance Associations, providing input into the development of many aspects of international regulations that affect P&C insurers.



SECTION 2

Canada's P&C insurance industry by line of business

Auto insurance

- 30 Mandatory insurance
- 30 Optional insurance
- 30 "No-fault" insurance
- 31 What's mandatory where
- 44 Premiums and claims
- 45 Average losses
- 46 Major issues

Home insurance

- 50 Types of coverage
- 50 Premiums and claims
- 51 Major issues

Business insurance

- 53 Types of coverage
- 53 Premiums and claims
- 54 Major issues

AUTO INSURANCE



In the event of an automobile collision, auto insurance covers the owner of the vehicle, the driver operating the vehicle with the owner’s consent, passengers, pedestrians and property.

In 2019, auto insurance, which is required by law in every Canadian province and territory, accounted for approximately half of the insurance business written by P&C insurers.

There are about 109 private P&C insurance companies competing for auto insurance business in Canada. In addition to these private insurers, government-owned insurers in British Columbia, Saskatchewan and Manitoba provide the mandatory component of auto insurance in those provinces, in addition to some optional coverages. In Quebec, a portion of the mandatory component is provided by the government-owned insurer and the other portion by private insurers.



MANDATORY INSURANCE



OPTIONAL INSURANCE



“NO FAULT” INSURANCE

AUTO INSURANCE



MANDATORY INSURANCE

There are three kinds of mandatory coverage:

Accident benefits coverage helps people recover from injuries sustained in a collision. It pays for medical care, rehabilitation, income replacement and other applicable benefits to aid the recovery of collision victims, including drivers, passengers and pedestrians. In the case of a death, this coverage also provides funeral expenses and survivor benefits. This insurance is mandatory in all provinces except Newfoundland and Labrador. In some provinces, it is referred to as “Section B” benefits.

Accident benefits are paid on a no-fault basis. This means that the benefits are available to anyone injured in a vehicle collision regardless of whether he or she was “at fault” for the collision. See details under the “No-Fault Insurance” heading in this section.

Third-party liability (TPL) coverage protects the insured driver and/or owner of the vehicle if the motor vehicle injures or kills someone or damages someone’s property through the fault of the driver. TPL is required by law in all provinces. Within TPL coverage, most provinces operate a direct compensation property damage (DCPD) vehicle damage framework, whereby a driver works with his or her own insurer to repair his or her vehicle and other damaged property inside the vehicle instead of recovering damages from the at-fault driver. DCPD is in place in Ontario, Quebec, New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador.

Uninsured auto coverage protects an insured person if he or she is injured through the fault of a driver who does not have auto insurance or is unidentified.

OPTIONAL INSURANCE

Collision and comprehensive insurance are optional in all provinces except Saskatchewan and Manitoba, where both are mandatory.

Collision coverage pays for the cost of repairing or replacing a vehicle following a collision with another vehicle or object, such as a tree, house, guardrail or pothole. Comprehensive coverage pays for repairs to or replacement of a vehicle for damage caused by something other than a collision; for example, fire, theft, vandalism or wind.

“NO-FAULT” INSURANCE

The concept of “no-fault” insurance developed over time as a way to reduce the legal and administrative costs associated with having to prove fault in a vehicle collision.

Before no-fault, insurers required those involved in a collision to establish which driver was at fault. The insurer of the at-fault driver would be responsible for covering the losses resulting from injuries arising from the incident that were suffered by those who were not at fault. This process was lengthy and required expensive investigation and often litigation.

In a pure no-fault car insurance system, if a person is injured or his or her car is damaged in a collision, the person deals directly with his or her own insurance company, regardless of who is at fault. The injured person does not have the right to sue the person who was at fault to recover damages for his or her injury.

In most provinces and territories, the person who did not cause the collision has the right to sue the at-fault driver for damages. In some provinces, however, the person who did not cause the collision has the right to sue the at-fault driver for pain and suffering damages only if his or her injuries meet a prescribed threshold.

Every province offers some degree of no-fault insurance. Two provinces – Manitoba and Quebec – have pure no-fault systems. Other provinces use a mix of no-fault and tort-based systems. Some specify accident benefits limits and the right to sue for additional compensation under certain specified situations, such as when injuries are determined to be permanent and serious.

Every province and territory offers some degree of no-fault insurance.



AUTO INSURANCE



What's mandatory where

Auto insurance falls within provincial jurisdiction and the rules are slightly different in each province. The following charts compare provincial regulations and have been abbreviated for space and edited for consistency and clarity.

This information is for educational purposes only; IBC recommends consulting a qualified professional for further assistance.

A note about terminology: Some provincial acts refer to "spouse" and some to "spouse/partner," which have different definitions. Some provinces use the term "unpaid housekeeper," which is called "homemaker" or "non-earner benefit" in other provinces. "Head of household" is usually defined as the spouse or partner with the larger income in the previous 12 months. For the full legal terminology, see the links in the Sources section at the end of each provincial chart.



AUTO INSURANCE



Comparison of mandatory private passenger auto insurance coverage by province

British Columbia

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$20,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Not applicable.

MEDICAL PAYMENTS:

Up to \$300,000/person.

FUNERAL EXPENSE BENEFITS:

Up to \$7,500.

DISABILITY INCOME BENEFITS:

Up to \$740 per week; homemaker up to \$280 per week.

DEATH BENEFITS:

Up to \$30,000 to spouse and up to \$6,000 to each dependent child.

IMPAIRMENT BENEFITS:

Not applicable.



RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes. If injury is deemed "minor" under provincial legislation, maximum award is \$5,500.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

Government (limited competition between government and private insurers for optional and additional coverage).

Sources: ICBC summary of changes in effect as of September 1, 2019, <https://www.icbc.com/about-icbc/changing-auto-insurance-BC/Pages/focus-on-care-not-legal-costs.aspx>

BC Reg. 234/2018, Minor Injury Regulation, http://www.bclaws.ca/civix/document/id/complete/statreg/234_2018

ICBC Autoplan Insurance, <https://www.icbc.com/insurance/Documents/autoplan-insurance-brochure.pdf>

BC government news release, February 6, 2020, <https://news.gov.bc.ca/releases/2020AG0009-000231>



AUTO INSURANCE



Alberta

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$10,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Not applicable.

MEDICAL PAYMENTS:

Up to \$50,000/person.

FUNERAL EXPENSE BENEFITS:

\$5,000.

DISABILITY INCOME BENEFITS:

80% of gross weekly wages to maximum \$400/week; up to 104 weeks for total disability; nothing payable for the first seven days of disability; non-earner benefit (unemployed person 18 years or older) \$135/week, up to 26 weeks.

DEATH BENEFITS:

Death of head of household \$10,000, plus 20% (\$2,000) for each dependent survivor after first, plus additional \$15,000 for first survivor and \$4,000 for each remaining survivor; death of spouse/adult interdependent partner of head of household \$10,000; death of dependent relative, according to age, maximum \$3,000; grief counselling up to \$400 per family with respect to death of any one person.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes. If injury is deemed "minor" under provincial legislation, maximum award is \$5,296.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

Private insurers.

Sources: Automobile Accident Insurance Benefits Regulation, http://www.qp.alberta.ca/1266.cfm?page=1972_352.cfm&leg_type=Regs&isbncln=9780779790166

Alberta Standard Automobile Policy, S.P.F. No. 1, <https://open.alberta.ca/dataset/2df20e09-0659-474b-a97a-058a81fd1b7c/resource/71e57803-eb7c-41fd-9eb6-e92397f60ac0/download/insurance-spf1-standard-automobile-policy-2013.pdf>

Alberta Superintendent of Insurance Bulletin 12-2019, <https://open.alberta.ca/dataset/80b795f6-c781-4268-9da2-f21e1d3cc338/resource/80998ab6-2cd5-4e53-9549-5da93b09a57b/download/superintendent-of-insurance-2019-12-bulletin.pdf>

AUTO INSURANCE



Saskatchewan

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$10,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Not applicable.

If no-fault option selected:

MEDICAL PAYMENTS:

Up to \$7,194,892/person.

FUNERAL EXPENSE BENEFITS:

\$10,790.

DISABILITY INCOME BENEFITS:

90% of net wages based on actual gross annual income that is less than \$98,643/year; nothing payable for the first seven days of disability, unless catastrophically injured.

DEATH BENEFITS:

45% of deceased's net income benefit to spouse; 5% of deceased's net income to each dependent child; if no spouse, \$16,494 to each surviving parent or child (21 years or older), to maximum \$74,226; death of dependent child \$32,988.

IMPAIRMENT BENEFITS:

Up to \$206,181/person for non-catastrophic injury, up to \$251,821 for catastrophic injury.

RIGHT TO SUE FOR PAIN AND SUFFERING?

No.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

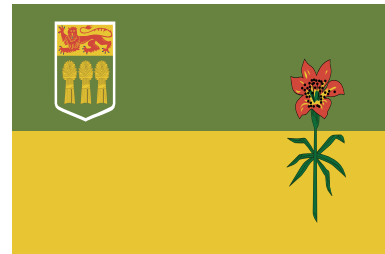
Government (government and private insurers compete for optional and additional coverage).

Sources: SGI Basic Auto Injury Insurance, <https://www.sgi.sk.ca/basic-auto-injury-insurance>

Your Guide to No Fault Coverage, 2020, https://www.sgi.sk.ca/documents/625510/626987/guide_nofault.pdf/58fc8fc0-1e37-4be5-948a-1868c8a5d153

Your Guide to Tort Coverage, 2020, https://www.sgi.sk.ca/documents/625510/626987/guide_tort.pdf/93ba9131-aae6-4397-8635-583e0c928289

No Fault Injury Coverage Manual, <https://www.sgi.sk.ca/no-fault-injury-coverage-manual>



If tort option selected:

MEDICAL PAYMENTS:

Up to \$28,159/person for non-catastrophic injury, up to \$211,189 for catastrophic injury.

FUNERAL EXPENSE BENEFITS:

\$7,040.

DISABILITY INCOME BENEFITS:

Up to two years; \$453/week for total disability (lifetime if unable to return to any job); \$226/week for partial disability; maximum \$23,556/year.

DEATH BENEFITS:

45% of deceased's net income; 5% of calculated death benefits to each dependent child; if no spouse or dependant, estate receives up to \$14,079.

IMPAIRMENT BENEFITS:

Up to \$14,079/person for non-catastrophic injury, up to \$183,031 for catastrophic injury.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes, subject to deductible of \$5,000.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

AUTO INSURANCE



Manitoba

as of March 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$20,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Not applicable.

MEDICAL PAYMENTS:

No time or amount limit.

FUNERAL EXPENSE BENEFITS:

\$8,951 (maximum).

DISABILITY INCOME BENEFITS:

90% of net wages based on actual gross annual income that is less than \$101,000/year; nothing is payable for the first seven days of disability.

DEATH BENEFITS:

Death any time after injury; benefits for partners depend on wage and age of deceased, minimum \$65,674; benefits for dependent children are age-defined and range from \$31,193 to \$57,465; disabled dependants receive an additional \$28,731; non-dependent children or parents receive \$14,625.



IMPAIRMENT BENEFITS:

Minimum \$821/week to maximum \$164,181 for non-catastrophic injury; maximum \$259,245 for catastrophic injury (includes indemnity for non-catastrophic injury of \$164,181).

RIGHT TO SUE FOR PAIN AND SUFFERING?

No.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

No.

ADMINISTRATION:

Government.

Sources: Guide to Autopac, <https://www.mpi.mb.ca/Documents/PolicyGuide2020.pdf>
Personal Injury Protection Plan (PIPP) Benefits, <https://www.mpi.mb.ca/Documents/PIPPBenefits.pdf>
Services and Support Guide for Fatality Claims, <https://www.mpi.mb.ca/en/PDFs/SupportGuideFatalityClaims.pdf>



AUTO INSURANCE



Ontario

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$10,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Yes.

MEDICAL PAYMENTS:

Up to \$3,500 for minor injury; up to \$65,000/person for non-minor, non-catastrophic injury for up to five years; up to \$1 million for catastrophic injury.

FUNERAL EXPENSE BENEFITS:

\$6,000 (if optional indexation coverage is purchased, this amount may be higher).

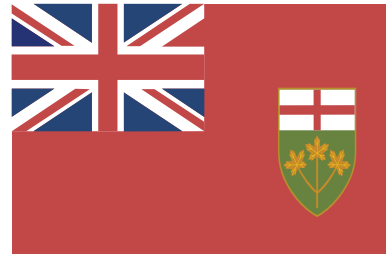
DISABILITY INCOME BENEFITS:

Income replacement benefit: 70% of gross wages to maximum \$400/week, minimum \$185/week for 104 weeks (longer if victim is unable to pursue any suitable occupation); nothing is payable for the first seven days of disability.

Non-earner benefit (disabled unemployed persons, students enrolled in education full-time, or students who completed their education less than one year before the accident and are not employed): \$185/week for 104 weeks; four-week wait; limit two years. Not available if the insured is eligible for, and elects to receive, the income replacement or caregiver benefit.

DEATH BENEFITS:

Death within 180 days of accident (or three years if continuously disabled prior to death); \$25,000 minimum to spouse, \$10,000 to each surviving dependant, \$10,000 to each parent/guardian (if optional indexation coverage is purchased, these amounts may be higher).



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes, if injury meets severity test (called “threshold”), and subject to deductible. Lawsuit allowed only if injured person dies or sustains permanent and serious disfigurement and/or impairment of important physical, mental or psychological function. The court assesses damages and deducts \$39,556 (\$19,778 for a Family Law Act claim).

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes. Income replacement award above no-fault benefit is based on net income after deductions for income tax, Canada Pension and Employment Insurance. Injured person may sue for 70% of net income loss before trial, 100% of gross after trial; also for medical, rehabilitation and related costs when injury meets severity test for pain and suffering claims.

ADMINISTRATION:

Private insurers.

Sources: Ontario Automobile Policy, effective April 1, 2019, <http://www.fsco.gov.on.ca/en/auto/forms/Documents/OAP-1-Application-and-Endorsement-Forms/1215E.3.pdf>

Statutory Accident Benefits Schedule (SABS), Insurance Act, O. Reg. 34/10, <https://www.canlii.org/en/on/laws/regu/o-reg-34-10/latest/o-reg-34-10.html>

Financial Service Regulatory Authority of Ontario, Superintendent's and Commissioner's Guidelines – Auto Insurance, <https://www.fsrao.ca/industry/auto-insurance-sector/superintendents-and-commissioners-guidelines-auto-insurance>

Financial Services Commission of Ontario: Auto Bulletins, <http://www.fsco.gov.on.ca/en/auto/autobulletins/Pages/default.aspx>

AUTO INSURANCE



Quebec

as of January 1, 2020

PRIVATE INSURANCE

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$50,000 is available for any one accident; liability limits relate to property damage claims within Quebec and to personal injury and property damage claims outside Quebec.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Yes.

PUBLIC INSURANCE

MEDICAL PAYMENTS:

No time or amount limit.

FUNERAL EXPENSE BENEFITS:

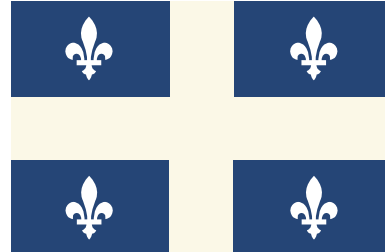
\$5,479.

DISABILITY INCOME BENEFITS:

90% of net wages based on actual gross annual income that is less than \$78,500/year; nothing is payable for the first seven days of disability; indexed.

DEATH BENEFITS:

Death any time after accident; benefits depend on gross annual income multiplied by a factor between one and five, depending on age of victim; benefits for spouse range from \$73,115 to \$392,500; benefits for dependent children are age-defined and range from \$34,728 to \$63,978; if there is no surviving spouse/dependant, parents or estate receive \$58,603.



IMPAIRMENT BENEFITS:

Up to \$256,383.

RIGHT TO SUE FOR PAIN AND SUFFERING?

No.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

No.

ADMINISTRATION:

Bodily injury: government.

Property damage: private insurers.

Sources: Quebec's Public Automobile Insurance Plan,
<https://saaq.gouv.qc.ca/en/traffic-accident/public-automobile-insurance-plan>

Quebec Auto Insurance Policy Form Q.P.F. No. 1, March 1, 2014,
https://lautorite.qc.ca/fileadmin/lautorite/formulaires/professionnels/assureurs/automobile/qpf_1.pdf

The Insurance Policy for all Quebecers,
<https://saaq.gouv.qc.ca/fileadmin/documents/publications/automobile-insurance-policy-quebec.pdf>

Compensation Table for 2020,
<https://saaq.gouv.qc.ca/fileadmin/documents/publications/death-benefits-table.pdf>



AUTO INSURANCE



New Brunswick

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$20,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Yes.

MEDICAL PAYMENTS:

Up to \$50,000/person; four-year time limit.

FUNERAL EXPENSE BENEFITS:

\$2,500.

DISABILITY INCOME BENEFITS:

Maximum \$250/week; 104 weeks for partial disability, lifetime for total disability; must be disabled for at least seven days to qualify; unpaid housekeeper \$100/week, maximum 52 weeks.

DEATH BENEFITS:

Death within 180 days (or two years if continuously disabled prior to death); death of head of household \$50,000, plus \$1,000 to each dependent survivor after first; death of spouse/partner \$25,000; death of dependant \$5,000.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes. If injury is deemed "minor" under provincial legislation, maximum award is \$8,305.50.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

Private insurers.

Sources: New Brunswick Standard Owner's Policy N.B.P.F. No. 1, effective December 18, 2018, <https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/Gazette/2019/rg20190109.pdf>

Injury Regulation, NB Reg 2003-20, <https://www.canlii.org/en/nb/laws/regu/nb-reg-2003-20/106597/nb-reg-2003-20.html>

Financial and Consumer Services Commission: Notice Re: Annual Indexation, http://0104.nccdn.net/1_5/19f/000/037/January-2020-Annual-Indexation-Notice.pdf

Financial and Consumer Services Commission: Automobile Insurance, <https://fcnb.ca/en/insurance/automobile-insurance>



AUTO INSURANCE



Nova Scotia

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$500,000 is available for any one accident.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Yes.

MEDICAL PAYMENTS:

Up to \$50,000/person; four-year time limit.

FUNERAL EXPENSE BENEFITS:

\$2,500.

DISABILITY INCOME BENEFITS:

Maximum \$250/week; 104 weeks for partial disability; lifetime for total disability; must be disabled for at least seven days to qualify; unpaid housekeeper \$100/week, maximum 52 weeks.

DEATH BENEFITS:

Death within 180 days after accident (or two years if continuously disabled prior to death); death of head of household \$25,000, plus \$1,000 to each dependent survivor after first; death of spouse/partner \$25,000; death of dependant \$5,000.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes. If injury is deemed "minor" under provincial legislation, maximum award is \$8,911.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

Private insurers.

Sources: NSPF No. 1 Automobile Policy (owner's form) for Nova Scotia, December 18, 2018, https://www.novascotia.ca/finance/site-finance/media/finance/insurance/NSPF_no1_Standard_Automobile_Policy.pdf

Automobile Insurance Contract Mandatory Conditions Regulations, <http://www.novascotia.ca/just/regulations/regs/imandcon.htm>

Office of the Superintendent of Insurance Bulletin: Minor Injury Cap, https://www.novascotia.ca/finance/site-finance/media/finance/Auto_Cap_Bulletin_2020.pdf



AUTO INSURANCE



Prince Edward Island

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$10,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Yes.

MEDICAL PAYMENTS:

Up to \$50,000/person; four-year time limit.

FUNERAL EXPENSE BENEFITS:

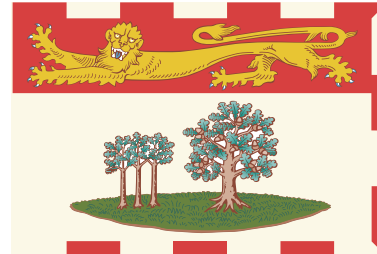
\$2,500.

DISABILITY INCOME BENEFITS:

Maximum \$250/week; 104 weeks for partial disability; lifetime for total disability; must be disabled for at least seven days to qualify; unpaid housekeeper \$100/week, maximum 52 weeks.

DEATH BENEFITS:

Death within 180 days after accident (or two years if continuously disabled prior to death); death of head of household \$50,000, plus \$1,000 to each dependent survivor after first; death of spouse of head of household \$25,000; death of dependant \$5,000.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes. If injury is deemed "minor" under provincial regulation, maximum award is \$7,952.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

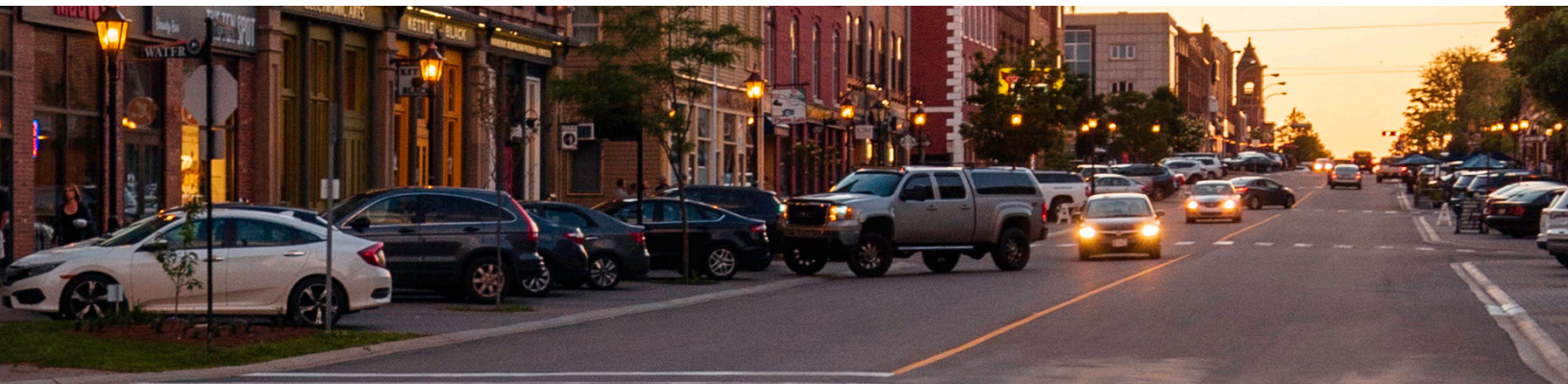
ADMINISTRATION:

Private insurers.

Sources: Insurance Act, RSPEI 1988, c1-4, <https://www.princeedwardisland.ca/sites/default/files/legislation/I-04-Insurance%20Act.pdf>

S.P.F. No.1 Standard Automobile Policy for Prince Edward Island, Effective on or after October 1, 2015, https://www.princeedwardisland.ca/sites/default/files/publications/standard_owners_policy_-_s.p.f._no_1_for_accidents_occurring_on_or_after_october_1_2015.pdf

Office of Superintendent of Insurance – Bulletin: Automobile Insurance Minor Injury Cap – Annual Indexation, <https://www.princeedwardisland.ca/en/publication/automobile-insurance-minor-injury-cap-annual-indexation>



AUTO INSURANCE



Newfoundland and Labrador

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$20,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Yes.

MEDICAL PAYMENTS:

(Optional to buy.) Up to \$25,000/person; four-year time limit.

FUNERAL EXPENSE BENEFITS:

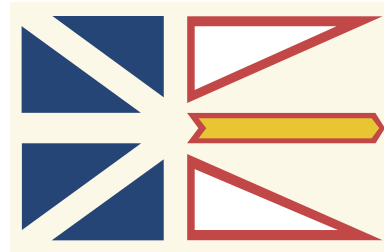
(Optional to buy.) \$1,000.

DISABILITY INCOME BENEFITS:

(Optional to buy.) Maximum \$140/week; 104 weeks for partial disability; lifetime for total disability; must be disabled for at least seven days to qualify; unpaid housekeeper \$70/week, maximum 12 weeks.

DEATH BENEFITS:

(Optional to buy.) Death within 180 days (or two years if continuously disabled prior to death); death of head of household \$10,000, plus \$1,000 to each dependent survivor after first; death of spouse \$10,000; death of dependant \$2,000.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes. Awards are subject to deductible of \$5,000 (as of January 1, 2020).

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

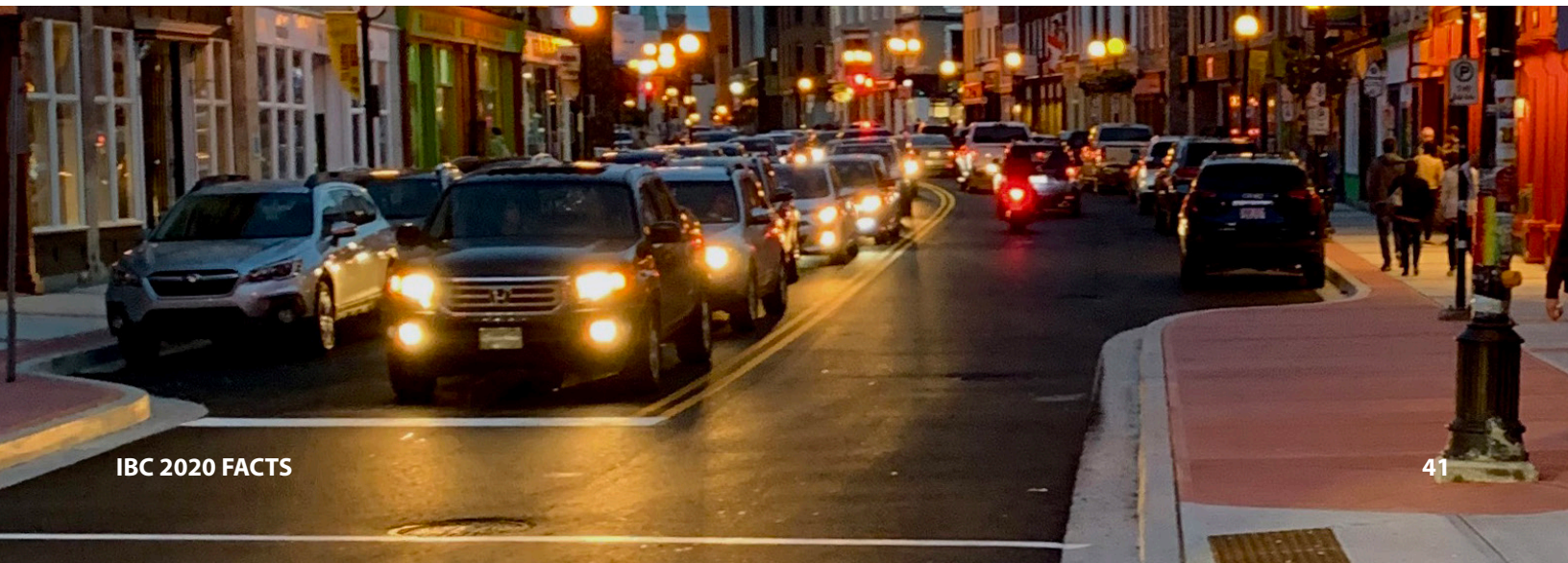
Yes.

ADMINISTRATION:

Private insurers.

Sources: Automobile Insurance Act, Chapter A-22,
<https://www.assembly.nl.ca/Legislation/sr/statutes/a22.htm>

Newfoundland and Labrador Standard Automobile Policy S.P.F. No.1, effective January 1, 2020
(not available online)



AUTO INSURANCE



Yukon

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$10,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Not applicable.

MEDICAL PAYMENTS:

Up to \$10,000/person; two-year time limit.

FUNERAL EXPENSE BENEFITS:

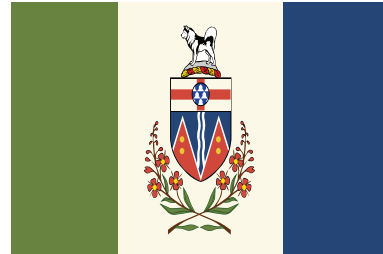
\$2,000.

DISABILITY INCOME BENEFITS:

80% of gross wages to maximum \$300/week; 104 weeks for temporary or total disability; nothing is payable for the first seven days of disability; unpaid housekeeper \$100/week, maximum 26 weeks.

DEATH BENEFITS:

Death any time after accident; death of head of household \$10,000, plus \$2,000 to each dependent survivor other than the first, and 1% of total principal sum to each dependant/survivor after first, for 104 weeks; death of spouse of head of household \$10,000; death of dependent relative, according to age, maximum \$3,000.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

Private insurers.

Sources: Insurance Act, Schedule of Benefits, O.I.C. 1988/090,
http://www.gov.yk.ca/legislation/regs/oic1988_090.pdf

Yukon Territories Standard Automobile Policy S.P.F. No.1 (not available online)



AUTO INSURANCE



Northwest Territories and Nunavut

as of January 1, 2020

MANDATORY MINIMUM THIRD-PARTY LIABILITY:

\$200,000 is available for any one accident; however, if a claim involving both bodily injury and property damage reaches this figure, payment for property damage will be capped at \$10,000.

DIRECT COMPENSATION PROPERTY DAMAGE REQUIRED?

Not applicable.

MEDICAL PAYMENTS:

Up to \$25,000/person; four-year time limit.

FUNERAL EXPENSE BENEFITS:

\$1,000.

DISABILITY INCOME BENEFITS:

80% of gross weekly wages to maximum \$140/week; 104 weeks for temporary disability; lifetime for total disability; nothing is payable for the first seven days of disability; unpaid housekeeper \$100/week, maximum 12 weeks.

DEATH BENEFITS:

Death within 180 days after accident (or two years if continuously disabled prior to death); death of head of household \$10,000, plus \$1,500 to single survivor or \$2,500 to each survivor after first if more than one; death of spouse of head of household \$10,000; death of dependant \$2,000.



IMPAIRMENT BENEFITS:

Not applicable.

RIGHT TO SUE FOR PAIN AND SUFFERING?

Yes.

RIGHT TO SUE FOR ECONOMIC LOSS IN EXCESS OF NO-FAULT BENEFITS?

Yes.

ADMINISTRATION:

Private insurers.

Sources: (Northwest Territories) Insurance Act, R.S.N.W.T. 1988, c.I-4,
<https://www.justice.gov.nt.ca/en/files/legislation/insurance/insurance.a.pdf>

Northwest Territories Standard Automobile Policy S.P.F. No.1 (not available online)

(Nunavut) Consolidation of Insurance Act, R.S.N.W.T.1988, c.I-4,
<https://www.canlii.org/en/nu/laws/stat/rsnwt-nu-1988-c-i-4/103929/rsnwt-nu-1988-c-i-4.html>

Nunavut Territories Standard Automobile Policy S.P.F. No.1 (not available online)

AUTO INSURANCE



Premiums and claims

Private insurers wrote auto insurance policies for a total of \$27.5 billion in direct written premiums in 2019.

Automobile insurance premiums, like all insurance premiums, are determined based on risk. Insurers estimate how likely it is that a customer – and a group of customers with a similar set of circumstances – will make a claim, and how much those claims will likely cost in a given year. A number of factors help to determine car insurance premiums. These include where a customer lives, the type of vehicle the customer drives, how the vehicle is used, and the customer's driving record and driver profile. (A driver profile includes the claims history of a group of customers of the same age, for example.)

In 2019, Canadian private P&C insurers paid out \$20.3 billion in direct claims incurred to policyholders for all types of auto insurance coverage: third-party liability, accident benefits, collision and comprehensive, and other coverages. Third-party liability claims payouts accounted for 47.1% of all direct claims incurred. The vast majority of claims – 83.5% – were for incidents involving private passenger vehicles.

A note about terminology: The following three tables show claims costs by accident year, which is how much insurers will have to pay out regarding all incidents that occurred in that year (in some instances claims arising from those incidents may be paid in future years).

COSTS OF CLAIMS FOR PRIVATE PASSENGER AUTO BY TYPE OF COVERAGE IN \$000, 1994 TO 2018

	THIRD-PARTY LIABILITY (INCLUDES DCPD WHERE APPLICABLE)	ACCIDENT BENEFITS	COLLISION	COMPREHENSIVE	OTHER	TOTAL
1994	1,844,546	1,404,122	777,597	655,119	110,267	4,791,652
1995	1,873,421	1,326,969	745,668	668,055	142,629	4,756,741
1996	2,042,668	1,299,208	741,631	670,471	161,114	4,915,092
1997	2,334,542	981,828	714,058	542,327	205,174	4,777,929
1998	2,601,141	1,132,328	735,814	578,644	251,870	5,299,796
1999	3,050,302	1,365,574	829,869	537,762	282,720	6,066,227
2000	3,321,590	1,615,065	964,951	579,363	333,714	6,814,682
2001	3,490,779	1,748,033	978,222	588,400	379,719	7,185,153
2002	3,812,894	2,219,847	1,065,950	571,689	428,410	8,098,790
2003	3,608,421	2,084,008	1,010,302	542,331	420,837	7,665,899
2004	3,258,054	1,774,309	934,936	486,695	399,757	6,853,751
2005	3,249,501	1,963,807	989,146	534,151	409,870	7,146,476
2006	3,452,617	2,179,485	1,065,165	533,692	415,216	7,646,176
2007	3,804,933	2,499,385	1,246,512	637,617	442,290	8,630,738
2008	3,924,424	2,861,450	1,265,991	663,710	463,426	9,179,001
2009	4,284,666	3,964,697	1,208,918	664,655	482,248	10,605,184
2010	4,340,868	3,984,641	1,158,894	749,435	462,395	10,696,232
2011	4,184,042	2,329,416	1,236,996	643,629	458,496	8,852,579
2012	4,277,284	2,387,209	1,238,674	787,297	421,193	9,111,656
2013	4,646,659	2,626,543	1,384,071	802,441	459,440	9,919,155
2014	4,847,109	2,678,646	1,491,894	856,949	483,262	10,357,860
2015	5,448,984	3,022,762	1,602,331	895,524	537,865	11,507,466
2016	5,696,291	3,143,518	1,743,591	1,105,532	620,587	12,309,519
2017	5,739,251	2,837,216	1,913,729	949,978	701,711	12,141,884
2018	5,828,420	2,863,925	2,086,217	1,077,590	837,823	12,693,976

Source: GISA Automobile Insurance Experience Exhibits

AUTO INSURANCE



PRIVATE PASSENGER AUTO INSURANCE CLAIMS, 2018

	THIRD-PARTY LIABILITY (INCLUDES DCPD WHERE APPLICABLE)	ACCIDENT BENEFITS	COLLISION	COMPREHENSIVE
Number of insured vehicles	11,983,740	11,981,117	8,321,193	9,218,521
Number of claims	424,966	128,580	294,866	299,801
Total cost of claims in \$000	5,828,420	2,863,925	2,086,217	1,077,590

Source: 2018 GISA Automobile Insurance Experience Exhibits

COMMERCIAL AUTO INSURANCE CLAIMS, 2018

	THIRD-PARTY LIABILITY (INCLUDES DCPD WHERE APPLICABLE)	ACCIDENT BENEFITS	COLLISION	COMPREHENSIVE
Number of insured vehicles	1,046,448	1,040,690	401,186	516,188
Number of claims	21,863	2,854	8,184	10,705
Total cost of claims in \$000	556,741	81,458	91,764	90,445

Source: 2018 GISA Automobile Insurance Experience Exhibits

Average losses

Insurers track loss amounts in two ways. They calculate the average cost per claim (severity) and the average cost per insured vehicle (loss cost).

The average cost per claim is calculated by dividing the total cost of claims by the number of claims. In 2018, the national average cost per claim for private passenger auto insurance claims was $\$12,693,976,325 \div 1,249,561 = \$10,159$.

The average cost per insured vehicle is calculated by dividing the total cost of claims by the number of insured vehicles. In 2018, the national average cost per insured private passenger vehicle was $\$12,693,976,325 \div 11,983,740 = \$1,059.27$.

AVERAGE COST (\$) PER CLAIM BY TYPE OF COVERAGE FOR PRIVATE PASSENGER AUTOMOBILE INSURANCE, 2014 TO 2018

TYPE OF COVERAGE	2014	2015	2016	2017	2018
Third-party liability	12,665	13,667	14,147	13,684	13,715
Accident benefits	25,019	26,140	25,619	22,275	22,274
Collision	5,910	6,188	6,600	6,825	7,075
Comprehensive	2,934	2,999	3,352	3,267	3,594

Source: 2018 GISA Automobile Insurance Experience Exhibits

AVERAGE COST (\$) PER INSURED VEHICLE BY TYPE OF COVERAGE FOR PRIVATE PASSENGER VEHICLES, 2014 TO 2018

TYPE OF COVERAGE	2014	2015	2016	2017	2018
Third-party liability	439.87	484.31	495.13	489.29	486.36
Accident benefits	243.42	269.06	273.50	241.92	239.04
Collision	193.77	202.41	215.27	233.57	250.71
Comprehensive	98.04	100.20	121.91	104.09	116.89

Source: 2018 GISA Automobile Insurance Experience Exhibits

AUTO INSURANCE



Major issues – affordable, effective auto insurance

In Canada, the provincial and territorial governments are responsible for most aspects of auto insurance. The P&C insurance industry works closely with governments to improve the auto insurance product and system for consumers.

British Columbia: The industry continues to advocate for greater involvement of private insurers in the British Columbia auto insurance market. British Columbia drivers must purchase mandatory basic coverage from the Insurance Corporation of British Columbia (ICBC), a government-run monopoly that also has a virtual monopoly on optional coverages.

ICBC's annual premiums have risen to an average of \$1,808 (2019), the highest in Canada. A January 2018 report commissioned by IBC found that opening ICBC to competition could save British Columbia drivers up to \$325 a year. Despite drivers in British Columbia paying higher insurance premiums than drivers in other provinces, they do not receive more when they make a claim.

Customer satisfaction with government-run insurers is typically well below the private industry average. In January 2019, IBC commissioned Maple Leaf Strategies to partner on a consumer attitude survey that found 82% of British Columbians want choice and competition in auto insurance. A January 2020 report commissioned by IBC and authored by consulting firm MNP LLP found that the changes made to British Columbia's auto insurance system in April 2019 make it substantially similar to that of Alberta, except that British Columbia drivers pay up to 42% more for auto insurance than their Alberta neighbours.

To address its ongoing financial challenges, in September 2019, ICBC also radically changed the way it prices car insurance by basing its premiums on driver risk, just like every private insurer in Canada already does. Then in February 2020, ICBC announced that it will transition to a no-fault auto insurance system in 2021. The new system would eliminate the ability for drivers to sue, while raising the maximum medical and rehabilitation benefits from \$300,000 to \$7.5 million.

The Crown corporation anticipates that changing to a no-fault system could lower ICBC premiums by \$400

per driver on average, or \$1.5 billion in the first full year. However, British Columbia drivers would still be paying among the highest premiums in the country.

IBC and the P&C insurance industry continue to communicate the benefits of increased competition to external stakeholders and the media, as well as the government and opposition parties. The opposition BC Liberal Party has committed to bringing more choice and competition to auto insurance as part of its platform for the next provincial election, which will be held by October 2021.

Alberta: Court decisions in 2012 and 2015 weakened the effectiveness of the minor injury pain and suffering damages cap in Alberta, leading to an increase of almost 10% per year in claims costs. By early 2019, some insurers were paying out an average of \$1.30 for every \$1 they collected in premiums.

The government lifted its arbitrary annual 5% rate cap on private passenger vehicle rate increases in August 2019, and 92% of Alberta companies applied for rate increases, causing premiums to increase by 10.5% on average.

IBC is advocating for transformational change to Alberta's auto insurance system through its "More Care, Less Court" strategy, which a group of senior insurance experts developed by researching best practices around the world. The group concluded that the best products lean mostly, but not entirely, toward no-fault and provide consumers with choice. Alberta's system is currently more tort-based with little choice.

In December 2019, the government appointed an expert advisory committee, which IBC is participating in, to lead the reform of Alberta's auto insurance system.

Ontario: Auto insurance in Ontario is governed by the Financial Services Regulatory Authority of Ontario. Ontario drivers pay more for auto insurance than drivers in every other province except for British Columbia, which has a government-run system.

In its 2019 provincial budget, the government announced "Putting Drivers First," a multi-year strategy designed to make auto insurance more affordable. Overall, it would give Ontario drivers greater choice in their coverage and better control over how much they pay for auto insurance.

The strategy shifts the focus of accident benefit claims to a "care not cash" model, which means that insurers will

AUTO INSURANCE



pay directly for the treatment that collision victims need to recover, and injured claimants will not pay excessive legal fees that take away from their recovery. This model will be the default option when drivers purchase an auto insurance policy.

Also in 2019, IBC presented a comprehensive reform proposal to the government, encouraging it to move quickly to implement reforms. In the Fall Economic Statement, the government restated its commitment to substantive auto insurance reform that would reduce costs to the system, including:

- Increasing consumer choice in auto insurance products
- Enhancing competition in the auto insurance market by supporting innovation and reducing barriers for new and existing companies
- Combating insurance fraud.

Atlantic Canada: IBC and its members are engaged in advocacy efforts to improve the auto insurance systems in Atlantic Canada. Consumers across the region are beginning to feel the results of claims pressures through higher auto insurance rates, which has caught media and government attention. With minority governments in New Brunswick, Prince Edward Island, and Newfoundland and Labrador, IBC is working to brief each government and opposition caucus on the state of its province's auto insurance system. IBC is sharing recommendations that will ensure that these auto insurance systems function as intended, balancing adequate benefits for those making claims with affordable premiums for drivers.

Nova Scotia is in the midst of a mandated auto insurance review that began in February 2019. To contribute to the review, IBC completed a closed claims study and submitted recommendations, including those to improve the province's rate regulation regime, in March 2020. The study revealed that the largest contributor to increased claims costs is an increase in cash-based settlements for minor injury claims. IBC's recommendations will provide consumers with more stable premiums, more choice and more pre-approved medical care to help collision victims recover as quickly as possible. IBC will continue to advance discussions with the Minister of Finance and the Superintendent of Insurance to advocate for IBC's recommendations well ahead of a potential 2021 provincial election.

In New Brunswick, insurance claims costs have begun to outpace premiums after years of stability. The combination

of low premiums and rising claims costs cannot continue over the long term. P&C insurers are examining the factors contributing to the rising claims costs and are working with the provincial government to maintain a sustainable, competitive market. IBC has been advocating for a review of the rate regulation system and the threshold at which insurers must undergo a public hearing. Additionally, given the claims cost pressures, IBC has begun conversations with the government on the need for broader product reform. New Brunswick has started a process to rewrite its Insurance Act, which has not been substantially reviewed in more than a decade. IBC held discussions with the Superintendent of Insurance's office on this initiative and consistently responds to the government's requests for submissions.

The Newfoundland and Labrador government continues to work to implement reforms from Bill 3 – An Act to Amend the Automobile Insurance Act, which passed in April 2019 on the eve of the provincial election. Several IBC recommendations were included in the reforms but, unfortunately, no changes were made to remove costs from the system. IBC continues to work with the provincial government to complete the implementation of regulations for the insurance validation program and the diagnostic and treatment protocols.

A competitive auto insurance marketplace continues to serve Prince Edward Island well. The province's robust regulatory regime allows for change and adaptation to market conditions, and Prince Edward Island continues to enjoy the lowest auto insurance rates in the country. However, IBC is monitoring the marketplace because, historically, the same claims cost pressures that emerge in Nova Scotia and New Brunswick emerge on the island a few years later. Prince Edward Island is moving toward allowing ride-sharing programs, and IBC is working with the government to update the required auto insurance reforms.

Major issues – crime and auto theft

Auto insurance crime, including rate evasion, increases insurers' costs and drives up premiums for honest consumers. IBC has several initiatives to combat insurance crime, including a toll-free insurance TIPS Line that allows consumers to anonymously report fraud.

Ontario has stepped up its fight against fraud. It opened the Serious Fraud Office (SFO) and made fraud deterrence a mandate of Financial Services Regulatory Authority of Ontario (FSRA), which became operational in June 2019.

AUTO INSURANCE



The Ontario government committed to building an anti-fraud strategy with FSRA and SFO. IBC and the industry are informing the development of that strategy.

In 2019, IBC's investigation experts hosted 30 training and information sessions for more than 2,100 participants, which reflects the success of IBC's Provincial Auto Theft Network partnerships. In addition, IBC President and CEO Don Forgeron gave a keynote address at the 2019 conference of the Ontario Association of Chiefs of Police. In March 2020, IBC held its inaugural Insurance Fraud Forum, where senior fraud leaders from other sectors and fraud bureaus around the world shared their insights.

Government advocacy: IBC's government relations work may hold the greatest promise for meaningful impact on reducing fraud. In 2019, IBC developed policy recommendations to assist the Ontario government in the development of its anti-fraud strategy. These recommendations include more data-sharing among insurers for the limited purpose of detecting and suppressing fraud, stricter service-provider licensing and harsher punishments for fraudsters.

Vehicle theft is highest on a per capita basis in Alberta, and IBC is encouraging the provincial government to eliminate gaps in the vehicle registration system and reduce the number of uninsured drivers on the roads.

Industry coordination: IBC continues to work with its members to foster a strong working relationship with a focus on industry coordination, intelligence sharing and cross-insurer joint investigations. In September 2019, IBC launched its Investigation Coordination and Support Service (ICSS). Nine insurance crime investigators from nine different companies are working collaboratively to investigate cross-insurer fraud, with each investigator's company dedicating resources to allow for robust investigations. The goals of this service include identifying best practices to assist insurers in the identification and deterrence of potentially fraudulent providers, taking tangible actions to reduce frauds that affect more than one member and enhancing consumer protection. Ontario Provincial Police investigators trained ICSS and IBC investigators on major case management, including how best to coordinate complex investigations, gather evidence and prepare cases so they are prosecution-ready.

Also, to better align with insurers' efforts to fight fraud, IBC's Board of Directors agreed to create an industry advisory group to lead the development of a comprehensive

strategy to oversee the transition of anti-fraud services provided by IBC and Canadian National Insurance Crime Services (CANATICS) into a single entity. The group will meet throughout 2020 to establish the strategy.

Vehicle theft: IBC, on behalf of its members, made strides in 2019, including assisting in:

- The recovery of more than 1,400 stolen vehicles and heavy equipment valued at \$37.8 million, a substantial increase from the estimated \$23 million recovered in 2018
- 916 charges laid and 65 arrests made.

In Canada, auto theft grew by 1.2% from 2017 to 2018, and the number of adults charged with auto theft increased by 5.5%. In 2019 in Atlantic Canada, thieves targeted the Chevrolet/GMC Suburban; in Quebec, they most often stole high-end Lexus sedans. To inform consumers about vehicles that are potential targets, IBC publishes an annual list of the top 10 most frequently stolen vehicles.

2019 TOP 10 STOLEN VEHICLES IN CANADA

RANK	MODEL
1	2007 Ford F350 SD 4WD
2	2006 Ford F350 SD 4WD
3	2005 Ford F350 SD 4WD
4	2004 Ford F350 SD 4WD
5	2006 Ford F250 SD 4WD
6	2003 Ford F350 SD 4WD
7	2018 Lexus RX350/RX350L/RX450h/RX450hL 4DR AWD
8	2005 Ford F250 SD 4WD
9	2002 Ford F350 SD 4WD
10	1998 Honda Civic Si 2DR Coupe

Public education and outreach: In 2019, IBC's efforts resulted in 794 insurance crime and fraud-related stories with 71.2 million impressions across all traditional and social media channels. IBC also reaches Canadians with information on fraud prevention through its website, ibc.ca.

AUTO INSURANCE



Major issues – road safety

For decades, IBC and its members have partnered with governments, safety organizations and stakeholders on road safety research and projects.

In October 2018, recreational cannabis was made legal, increasing the potential for cannabis-related impaired driving. Several studies have demonstrated that drivers with tetrahydrocannabinol (THC, cannabis' main psychoactive ingredient) in their blood were more likely to be involved in a collision resulting in serious injury or death.

When recreational cannabis was made legal, IBC kicked off its [consumer education campaign](#) on the risks of cannabis-impaired driving. In addition, IBC worked with government officials across Canada to urge them to continue investing in public education efforts that emphasize the risks associated with driving while impaired by cannabis. It also urged the government to increase training for frontline law enforcement officers and provide appropriate tools to get cannabis-impaired drivers off the roads.

Major issues – adapting to technological innovation

IBC and insurers have had important discussions with several provincial governments and regulators on the need to allow the industry to innovate and introduce products and services that meet consumers' needs and expectations, including their ever-evolving online habits. But the pace of regulatory change has failed to match the speed of technological change, and this has prevented insurers from being able to harness the full potential of available technology. Governments need to modernize insurance laws so that insurers can put customers' needs first.

Regulatory barriers prevent consumers from accessing the kinds of innovative products and services that are available in other jurisdictions, such as electronic proof of automobile insurance (EPAI). In 2018, the Canadian Council of Insurance Regulators publicly endorsed that EPAI be made available across Canada, and Nova Scotia became the first province to give consumers the option to receive their proof of insurance electronically. In 2019, Alberta, Ontario, Quebec, and Newfoundland and Labrador approved EPAI. Alberta also became the first province to allow electronic cancellations.

In July 2019, Alberta's Automobile Insurance Rate Board increased the threshold for simplified filings to a maximum

rate increase of 5% per year, enabling insurers to respond more quickly to the market. This amendment, which IBC advocated for, makes Alberta's system the most flexible simplified filing system in Canada.

The Financial Services Regulatory Authority of Ontario (FSRA) announced a new standard rate filing process in October 2019. Under the streamlined process, insurers can file for an overall rate change of up to 5%. FSRA will make a decision on each rate filing within 25 days; if no decision is communicated after 25 days, the filing is deemed approved. This new process enables insurers to be more responsive to market conditions and will lead to increased competition and more accurate and fairer auto insurance pricing.

Similarly in Newfoundland and Labrador, the government created a new rate regulation process that requires less supporting documentation and a shorter review period for changes equal to or below 3% over 12 months.

Major issues – automated vehicles

The P&C insurance industry is exploring the implications of automated vehicles and the best way to protect consumers. Today's vehicle liability coverage is based on human error. Tomorrow's collisions will more likely be caused by product malfunction, which could make certain types of claims longer to process and more expensive to settle. Although injured individuals will be able to receive accident benefits as they do now, those with a tort claim could have to wait significantly longer to be compensated than a plaintiff involved in a conventional vehicle collision today.

After a two-year study by auto insurance experts who consulted with a panel of legal advisors, IBC released its position paper [Auto Insurance for Automated Vehicles: Preparing for the Future of Mobility](#) in November 2018. The paper recommends:

- Establishing a single insurance policy that covers driver negligence and automated technology malfunctions to facilitate liability claims
- Establishing a legislated data-sharing arrangement between vehicle manufacturers and vehicle owners and/or insurers to help determine the causes of collisions
- Updating the federal vehicle safety standards to address new technology and cyber security standards.

Several major auto manufacturers expect to have automated vehicles available for purchase in the early 2020s. IBC is asking governments across the country to update relevant legislation.

HOME INSURANCE



Unlike auto insurance, the purchase of home or personal property insurance is not mandated by law. However, it provides coverage for an individual's single largest investment – a home. In fact, most banks and mortgage holders require proof of insurance on property as security for the loan or mortgage.

As the second-largest line of P&C insurance business after auto insurance, home or personal property insurance includes home, condominium, cottage, mobile home and tenant's insurance. It covers the property, personal belongings and personal liability of the policyholder and the policyholder's spouse or partner, children (with age limits) and dependants (with age and other limits).

As with all insurance premiums, insurers consider a number of risk factors to determine the price they charge an individual for home insurance. For example, insurers look at the neighbourhood and the frequency and types of past claims in that area; the cost to replace a home's contents and restore a home to its previous condition; the condition and age of the roof; the type of heating, electrical and plumbing systems; and details about any additional structures on the property.

Insurers analyze these risks to estimate how likely it is that a policyholder, or a group of people with a similar set of circumstances, will make a claim and how much that claim will cost.

Types of coverage

Home insurance generally covers a homeowner's residential building, outbuildings, contents, additional living expenses (if an insured event damages the home so that it is uninhabitable during the repairs) and personal liability. Tenant's insurance generally covers loss or damage to personal belongings, additional living expenses and personal liability.

There are various types of policies:

- **An all-perils policy** provides coverage for a home and its contents from loss or damage from all perils except those specifically excluded. A peril is a chance event that is unexpected and accidental. Some perils are excluded from all-perils policies – for example, earthquakes. Coverage for this peril may be purchased as a policy add-on. Optional coverage for the peril of overland flooding has become more widely available for homeowner's insurance policies in the last four years. In 2015, some insurers began offering this coverage and, since then, others have entered the market.
- **A broad-form policy** provides coverage for a home from loss or damage from all perils except those specifically excluded, but only insures the contents against perils that are specifically named in the policy.
- **A standard, basic or named perils policy** provides coverage for a home and its contents against perils specifically named in the policy.
- **A no-frills policy** provides very basic coverage for properties that do not meet an insurer's normal underwriting standards.

Premiums and claims

In 2019, private P&C insurers wrote \$14.2 billion in direct written premiums for personal property insurance and paid out \$7.9 billion for direct claims incurred.

HOME INSURANCE



Major issues – creating more resilient communities

Over the last few years, Canadians from coast to coast have been experiencing significant financial losses from many small severe weather events. While 2016 was notable in having the largest insured loss event with the Fort McMurray wildfire, every year since has ranked within the top 10 highest loss years on record. This underscores the need for Canadians to adapt and prepare for severe weather events.

Adapting to make our communities more resilient is not a future proposition – we are seeing the impact of a changing climate on our homes and businesses now. In 2016, the federal government launched the Climate-Resilient Buildings and Core Public Infrastructure Initiative, a five-year, \$40-million program that integrates climate resilience into building and infrastructure design, guides and codes. IBC has participated in the development of Canadian Standards Association standards on basement flood protection (Z800) and flood-resilient design for new residential communities (W204). A new standard for making existing communities flood-resilient (W210) is under development and scheduled for completion in 2021.

To address current and future climate-related challenges, Canadian communities still need to invest in flood mitigation and improve land-use planning rules. Homeowners also have a role to play in reducing their risk of experiencing flooding, and IBC makes it a priority to share information about how they can better protect their properties.

For homeowners to take action, they need to understand more about their flood risk. A study by Partners for Action, a research network at the University of Waterloo in Ontario focused on reducing flood risk, demonstrated that Canadians who live in areas at risk for flooding were not aware of the risk and ultimately were not prepared for a flood. The Intact Centre on Climate Adaptation has developed a Home Flood Protection Program that is designed to help homeowners both understand and reduce their risk of flooding. It also helped develop a training course for home inspectors to assess flood risk inside and outside a home.

Major issues – flood protection in Canada

In the lead-up to the 2019 federal election, IBC asked Canadian political parties to incorporate the National Action Plan on Flooding into their election platforms. The plan includes:

- 1. Education and awareness**
 - Investing in improved mapping and launching an authoritative flood portal.
- 2. Relocation and protection**
 - Targeting priority infrastructure investments in the highest-risk areas to protect as many people as cost-effectively as possible, including restoring and conserving natural infrastructure such as ponds, wetlands and vegetated areas
 - Developing a high-risk insurance pool for residents in high-risk areas who cannot obtain insurance coverage through the private market
 - Providing government financial assistance to relocate those few homes at highest risk of repeated flooding (strategic retreat).
- 3. Amended land-use rules**
 - Using federal disaster recovery levers to incent provincial and municipal authorities to prohibit future development on flood plains, including adopting the new building codes and standards being developed to improve climate resilience.

Following their election win, the Liberal government committed to implementing many of the plan's recommendations – an encouraging first step. IBC looks forward to working with the government on this issue.

In addition, the federal government appointed the Expert Panel on Sustainable Finance in 2018 to recommend ways in which Canada could finance the transition to a low-carbon, resilient economy by mid-century. In its final report released in 2019, the panel recommended that the federal government partner with the financial sector to establish the Canadian Centre for Climate Information and Analytics as an authoritative source of climate information and decision analysis. This centre could contribute to improving Canada's flood maps. IBC supports this recommendation and is working with partners to carry out research on requirements and prepare the needed business case.

HOME INSURANCE



The panel also recommended a Canadian approach to implementing the recommendations of the Task Force on Climate-Related Financial Disclosures, which is promoting consistent climate-related financial risk disclosures that can be used by investors, lenders, insurers and other stakeholders, be defined and pursued. In its 2019 budget, the federal government expressed support for the task force's voluntary disclosure standards, including a "phased approach to adopting them by major Canadian companies, as appropriate."

Major issues – earthquakes

In Canada, an average of 4,000 earthquakes are recorded each year, and British Columbia and the Ontario-Quebec region each have densely populated areas in active seismic zones. The earthquake peril is covered through an optional endorsement on home insurance policies, and it may be subject to a higher deductible than coverage for other perils. Fire following an earthquake is mandated to be bundled with home insurance policies in every province except Quebec; however, flood, tsunamis and dam breaks resulting from an earthquake are typically not covered under optional earthquake coverage.

Buying earthquake insurance should be a key element of financial security for residents of Canada's earthquake-prone areas. Currently, earthquake insurance uptake is about 65% in British Columbia, but only about 4% in Quebec, despite Canada's earthquake hazard maps clearly showing parts of the province to be seismically active.

IBC and the P&C insurance industry continue to take leadership roles in furthering the dialogue on Canada's earthquake risk in both of the active seismic zones. IBC is conducting a detailed survey on the status of earthquake insurance products across the country. This undertaking aims to provide a better understanding of the protection gap among Canadians and to assist federal policymakers in addressing this issue.

IBC has sponsored the annual Great British Columbia ShakeOut earthquake drill since 2011. Last year, the event set a new record with over 1 million British Columbia residents taking part. In Quebec, IBC helped launch the Great Quebec ShakeOut in 2013 and has been a primary sponsor of this event ever since. IBC and P&C insurers have led these and other initiatives with the goal of increasing consumer and government awareness of the risk of an earthquake and its potential impact on the economy. In Quebec, the population is generally not well informed about the earthquake risk. An IBC survey found that 25% of policyholders in the province believed they were covered for an earthquake, when in fact only about 4% actually were.

Through IBC, the P&C insurance industry promotes a culture of preparedness by advocating with governments for increased earthquake readiness and consumer education about earthquake risk.

BUSINESS INSURANCE



Operating a business comes with an element of risk and unpredictability. Businesses, including non-profit organizations such as charities, buy insurance as part of an effective risk management plan. In larger enterprises, risk managers evaluate any perils to the business, implement programs to reduce and manage those dangers, and buy insurance to backstop remaining exposures.

Smaller businesses without the benefit of risk managers depend more on the advice of insurance representatives to identify risks and help them choose the appropriate insurance to guard against potential losses.

Much like any other business, home-based businesses require coverage for possible business-related losses. For example, a home-based business owner may require commercial liability coverage since business risks may not be covered by the liability section of their home insurance policy.

Types of coverage

There are various types of business insurance policies:

- **Commercial general liability** covers a business and its employees for actions against them that result in bodily injury, property damage, personal injury, advertising injury, tenant's legal liability and other types of loss or damage to third parties.
- **Commercial property insurance** is designed to protect the physical assets of a business against loss or damage from a broad range of causes. Physical assets include:
 - Equipment
 - Inventory and supplies
 - Office furniture and fixtures
 - Computers and electronics
 - Personal property of employees while on-site
 - Customer property at the business site
 - Lighting systems
 - Windows
 - Outdoor signs.

- **Directors' and officers' liability insurance** covers directors and officers of organizations for actual or alleged errors, breach of duty, errors or omissions, misleading statements and neglect in carrying out their responsibilities for the organization.
- **Errors and omissions or professional liability insurance** covers individuals and organizations that give professional advice (for example, consultants and financial planners). It protects them if clients claim damages as a result of inaccurate advice, misrepresentation, negligence, or violation of good faith and fair dealing.
- **Business interruption insurance** can cover against lost earnings during the period of a shutdown due to an insured event such as a fire or explosion. It can cover the time the business needs to resume profitability. Some business owners buy additional insurance to cover extra operating expenses – for example, a new telephone system, extra advertising costs, rentals and moving costs – if the business must carry on at another location or outsource work during the shutdown.

Premiums and claims

In 2019, private P&C insurers wrote \$9.9 billion in direct written premiums for commercial property insurance and paid out \$6.1 billion in direct claims incurred.

Also in 2019, private P&C insurers wrote \$7.3 billion in direct written premiums for commercial liability insurance and paid out \$4.7 billion in direct claims incurred.

BUSINESS INSURANCE



Major issues – cyber liability

Commercial cyber security coverage is one of the fastest growing insurance markets. To understand and prepare for the costs associated with the risks they cover, insurers require better information on the costs of cyber attacks and the effectiveness of security strategies designed to prevent or minimize loss. This data is not widely available for the majority of cyber events due to a lack of reporting.

While the federal government is implementing mandatory reporting for breach incidents in which personal information has been lost or stolen, P&C insurers and their customers would benefit from disclosure on a wider spectrum of cyber incidents.

In July 2019, IBC commissioned a poll of 300 owners of small and medium-sized businesses to determine how prepared they were for a cyber attack. The poll found that 44% of the businesses did not have any defences against cyber attacks, and 60% did not have insurance to help them recover should an attack occur.

IBC then launched a five-week [cyber security campaign](#) that leveraged the poll results and exposed the vulnerability of small businesses. The campaign generated 25 media stories, 2.5 million traditional media impressions and 1.2 million impressions on social media.

Major issues – commercial market

In November 2019, IBC's member-led Commercial Lines Standing Committee launched its inaugural Commercial Affairs Symposium.

The symposium came at an opportune time. Consumers were expressing concern about the availability and affordability of commercial insurance. The commercial market was facing challenging conditions across Canada, especially in Alberta. Certain lines of business – including condominium corporations and commercial trucking firms – were particularly affected.

Then in January 2020, IBC launched the National Commercial Insurance Task Force with a mandate to:

1. Educate and inform consumers, governments and stakeholders on the factors contributing to the availability and affordability of commercial insurance
2. Learn from industry partners, consumers and stakeholders about their experiences related to insurance availability and affordability
3. Develop a report with recommendations to improve insurance availability for commercial customers.

This multi-sector task force includes representatives from other insurance industry associations and insurance companies as well as representatives from the Canadian Condominium Institute, Canadian Trucking Alliance, Canadian Construction Association, Canadian Real Estate Association and Canadian Federation of Independent Business.

The task force is leading roundtable discussions across Canada to educate governments, stakeholders and consumers about the factors contributing to the current commercial insurance market, and to learn from different sectors' challenges in an effort to build solutions. Deloitte is observing the roundtables to provide perspectives from other business sectors to set the context around the discussion. The task force expects to release its interim report in Q3 2020 followed by a final report with recommendations later in the year.

BUSINESS INSURANCE



Major issues – cargo theft

At the request of its members, IBC launched a national cargo theft reporting program in 2014 in partnership with P&C insurers, law enforcement agencies, the trucking industry, retailers and manufacturers. As part of the program, IBC sends out cargo theft alerts to help members and industry partners identify trends, which helps prevent thefts and leads investigators to recover more stolen cargo shipments. Since the program began, its accomplishments have multiplied.

- In 2019, it sent 1,629 alerts about possible cargo and heavy equipment losses to members and industry partners.
- IBC helped execute 10 cargo-related search warrants in 2019.
- The annual value of recovered stolen cargo has grown from \$270,000 in 2014 to \$14.1 million in 2019.

Contributing to the program's success is its growing databank that allows IBC to alert insurers of emerging cargo theft patterns, in addition to IBC investigators' strong relationships and network of contacts within law enforcement agencies across Canada.

Major issues – preparing for natural catastrophes and severe weather

Catastrophic or severe weather events can have a profoundly negative impact on businesses. Due to the increasing frequency and severity of these events, business risk is increasing. Significant weather events have the potential to substantially affect the economy because of their ability to interrupt business operations and disrupt trade.

Improved public infrastructure can help protect businesses from climate risks. IBC and its members are advocating that governments expand investment in programs such as the federal Disaster Mitigation and Adaptation Fund to protect Canadians and their businesses, and seek ways to better leverage private-sector investment in resilient infrastructure.



SECTION 3

Insurance organizations

- 57** IBC members
- 64** IBC offices
- 65** IBC services
- 66** Superintendents of insurance
- 69** Insurance-related organizations

IBC MEMBERS



IBC member companies – private insurers and reinsurers – can subscribe to the following three IBC services:

A

ISSUES MANAGEMENT

This includes policy development, communications and legal services, and services provided by regional offices.

B

INVESTIGATIVE SERVICES

This includes cross-insurer fraud investigation coordination, auto theft and loss recovery services, vehicle identification, vehicle branding, a tips line, information exchange, and communications and legal services, as they pertain to Investigative Services.

VEHICLE INFORMATION SERVICES

This includes access to the most up-to-date database of vehicle characteristics and vehicle safety features, web-based business applications, the Canadian Loss Experience Automobile Rating (CLEAR) system, VINlink products and other information related to automobile insurance in Canada.

IBC MEMBERS



IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
A			
Algoma Mutual Insurance Company		B	*
Allianz Global Risks (US) Insurance Company	A		*
Allstate Canada Group of Companies (ACG)			
Allstate Insurance Company of Canada	A	B	*
Esurance Insurance Company of Canada	A	B	*
Pafco Insurance Company	A	B	*
Pembroke Insurance Company	A	B	*
L'Alpha, compagnie d'assurance inc.		B	*
The American Road Insurance Company		B	
Arch Insurance Canada Ltd.	A		*
Atradius Credit Insurance N.V.	A		
Aviva Canada Inc.			
Aviva General Insurance Company	A		*
Aviva Insurance Company of Canada	A		*
Elite Insurance Company	A		*
Pilot Insurance Company	A		*
S & Y Insurance Company	A		*
Scottish & York Insurance Co. Limited	A		*
Traders General Insurance Company	A		*
AXIS Reinsurance Company (Canadian Branch)	A		
B			
The Boiler Inspection and Insurance Company of Canada	A	B	
Brant Mutual Insurance Company		B	
C			
CAA Club Group			
Alberta Motor Association Insurance Company	A	B	*
BCAA Insurance Corporation	A		*
CAA Insurance Company	A	B	*
Echelon Insurance	A	B	*

IBC MEMBERS



IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
La Capitale Financial Group			
La Capitale assurances générales inc.	A	B	*
Unica Insurance Incorporated	A	B	*
L'Unique assurances générales inc.	A	B	*
CCR RE	A		
Chubb Insurance Company of Canada	A	B	*
Continental Casualty Company	A	B	*
The Co-operators Group Limited			
Co-operators General Insurance Company		B	*
COSECO Insurance Company		B	*
CUMIS General Insurance Company		B	*
The Sovereign General Insurance Company		B	*
CorePointe Insurance Company		B	
D			
Desjardins General Insurance Group Inc.			
Certas Direct Insurance Company	A	B	*
Certas Home and Auto Insurance Company	A	B	*
Desjardins assurances générales Inc.	A	B	*
The Personal General Insurance Inc.	A	B	*
The Personal Insurance Company	A	B	*
E			
Ecclesiastical Insurance Office PLC	A	B	
Economical Insurance			
Economical Mutual Insurance Company	A	B	*
The Missisquoi Insurance Company	A	B	*
Perth Insurance Company	A	B	*
Sonnet Insurance Company	A	B	*
Waterloo Insurance Company	A	B	*
Electric Insurance Company	A		*

IBC MEMBERS



IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
Euler Hermes American Credit Indemnity Company	A		
Everest Insurance Company of Canada	A		
Everest Reinsurance Company	A		
F			
Federal Insurance Company of Canada	A	B	*
G			
General Reinsurance Corporation	A		*
Gore Mutual Insurance Company	A	B	*
Groupe Ledor Inc. Mutuelle d'assurance	A		*
H			
Hartford Fire Insurance Company	A	B	*
HDI Global SE Canada Branch	A		
HDI Global Specialty SE	A		
Howick Mutual Insurance Company		B	
I			
Industrielle Alliance, Assurance auto et habitation inc.	A	B	*
Insurance Company of Prince Edward Island (ICPEI)	A		*
Intact Financial Corporation			
Belair Insurance Company Inc.	A	B	*
The Guarantee Company of North America	A	B	*
Intact Insurance Company	A	B	*
JEVCO Insurance Company	A	B	*
The Nordic Insurance Company of Canada	A	B	*
Novex Insurance Company	A	B	*
Trafalgar Insurance Company of Canada	A	B	*

IBC MEMBERS



IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
L			
Lawyers' Professional Indemnity Company	A		
Liberty Mutual Insurance Company	A		*
Liberty Specialty Markets Bermuda Limited	A		*
M			
MAX Insurance	A		
Mitsui Sumitomo Insurance Company Limited	A	B	*
Motors Insurance Corporation		B	
Munich Re Group			
Munich Reinsurance Company of Canada	A		
Temple Insurance Company	A		
Munich Reinsurance America, Inc.	A	B	
The Mutual Fire Insurance Company of British Columbia	A		
N			
Northbridge Financial Corporation			
Federated Insurance Company of Canada	A	B	*
Northbridge General Insurance Corporation	A	B	*
Verassure Insurance Company	A	B	*
Zenith Insurance Company	A	B	*
North Kent Mutual Fire Insurance		B	
O			
Odyssey America Reinsurance Corporation (Canadian Branch)	A		
Old Republic Insurance Company of Canada	A	B	*
Omega General Insurance Company	A		

IBC MEMBERS



IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
P			
Partner Reinsurance Company of the U.S.	A		
Peace Hills General Insurance Company	A	B	*
Portage la Prairie Mutual Insurance Company		B	*
Promutuel Assurance	A		*
Protective Insurance Company	A		*
R			
Red River Mutual Insurance Company	A		
RSA			
Ascentus Insurance Ltd.	A	B	*
Canadian Northern Shield Insurance Company	A	B	*
Québec Assurance Company	A	B	*
Royal & Sun Alliance Insurance Company of Canada	A	B	*
Unifund Assurance Company	A	B	*
L'Union Canadienne, compagnie d'assurances	A	B	*
Western Assurance Company	A	B	*
S			
SCOR Canada Reinsurance Company	A		
Sentry Insurance, A Mutual Company	A		*
Sirius America Insurance Company	A		
SSQ Insurance Company Inc.	A	B	*
Starr Insurance and Reinsurance Limited	A		
Swiss Re			
Swiss Reinsurance Company Ltd., Canadian Branch	A		
Westport Insurance Corporation	A	B	

IBC MEMBERS



IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
T			
TD Insurance			
Primum Insurance Company	A	B	*
Security National Insurance Company	A	B	*
TD Direct Insurance Company	A	B	*
TD General Insurance Company	A	B	*
TD Home and Auto Insurance Company	A	B	*
Toa Reinsurance Company of America (Canada Branch)	A		
Tokio Marine & Nichido Fire Insurance Co., Ltd.	A	B	*
Travelers Canada			
The Dominion of Canada General Insurance Company	A	B	*
St. Paul Fire and Marine Insurance Company	A	B	*
Travelers Insurance Company of Canada	A	B	*
Trisura Guarantee Insurance Company	A		
Triton Insurance Company	A		
W			
The Wawanesa Mutual Insurance Company	A	B	*
Wynward Insurance Group		B	
X			
XL Specialty Insurance Company	A	B	*
Z			
Zurich Insurance Company Ltd.	A		

IBC OFFICES



Head office

Don Forgeron
President and CEO
777 Bay Street, Suite 2400
P.O. Box 121
Toronto, Ontario M5G 2C8

Tel: 416-362-2031
Fax: 416-361-5952

Regional offices

Ottawa

Craig Stewart
Vice-President, Federal Affairs
8 York Street, Suite 200
Ottawa, Ontario K1N 5S6

Tel: 613-236-5043

Pacific

Aaron Sutherland
Vice-President, Pacific
510 Burrard Street, Suite 901
Vancouver, British Columbia V6C 3A8

Tel: 604-684-3635
Fax: 604-684-6235

Western

Celyeste Power
Vice-President, Western
10104-103 Avenue, Suite 2603
Edmonton, Alberta T5J 0H8

Tel: 780-423-2212
Fax: 780-423-4796

Ontario

Kim Donaldson
Vice-President, Ontario
777 Bay Street, Suite 2400
P.O. Box 121
Toronto, Ontario M5G 2C8

Tel: 416-362-2031
Fax: 416-644-4961

Québec

Johanne Lamanque
Vice-President, Quebec
1981 McGill College Avenue, Suite 620
Montréal, Québec H3A 2Y1

Tel: 514-288-1563
Fax: 514-288-0753

Atlantic

Amanda Dean
Vice-President, Atlantic
1969 Upper Water Street, Suite 1706
Purdy's Wharf, Tower II
Halifax, Nova Scotia B3J 3R7

Tel: 902-429-2730
Fax: 902-420-0157

IBC SERVICES



Investigative Services

British Columbia

34A-2755 Lougheed Highway, Suite 571
Port Coquitlam, British Columbia V3B 5Y9

Tel: 604-944-2431
Fax: 604-944-1326

Central West

10104-103 Avenue, Suite 2603
Edmonton, Alberta T5J 0H8

Tel: 780-423-2212 ext. 3101
Fax: 780-423-4796

Ontario

2235 Sheppard Ave E., Suite 1100
Toronto, Ontario M2J 5B5

Tel: 416-252-3441
Fax: 416-449-9357

Québec

2000 Peel Street, bureau 530
Montréal, Québec H3A 2W5

Tel: 514-933-8953
Fax: 514-933-7814

Atlantic

1969 Upper Water Street, Suite 1706
Purdy's Wharf, Tower II
Halifax, Nova Scotia B3J 3R7

Tel: 902-429-2730
Fax: 902-422-5151

Consumer Information Centres

British Columbia

1-844-2ask-IBC (1-844-227-5422)

Alberta, Saskatchewan, Manitoba and the Territories

1-844-2ask-IBC (1-844-227-5422)

Ontario

1-844-2ask-IBC (1-844-227-5422)

Québec

1-877-288-4321

Atlantic

1-844-2ask-IBC (1-844-227-5422)

SUPERINTENDENTS OF INSURANCE



Canada

Jeremy Rudin

Superintendent of Financial Institutions
Office of the Superintendent of Financial Institutions Canada

255 Albert Street, 12th Floor
Ottawa, Ontario K1A 0H2

Tel: 613-990-7788

Fax: 613-990-5591

Toll-free: 1-800-385-8647

Email: information@osfi-bsif.gc.ca

www.osfi-bsif.gc.ca

British Columbia

Blair Morrison

Superintendent, Financial Institutions
BC Financial Services Authority

555 West Hastings Street, Suite 2800
Vancouver, British Columbia V6B 4N6

Tel: 604-660-3555

Fax: 604-660-3365

Toll-free: 1-866-206-3030

Email: BCFSA@bcfsa.ca

<https://www.bcfsa.ca>

Alberta

Sherri Wilson

Assistant Deputy Minister
Financial Sector Regulation and Policy and Superintendent
of Pensions, Insurance and Financial Institutions
Alberta Treasury Board and Finance

402 Terrace Building
9515-107 Street
Edmonton, Alberta T5K 2C3

Tel: 780-643-2237

Fax: 780-420-0752

Email: tbf.insurance@gov.ab.ca

www.insurance.alberta.ca

Saskatchewan

Roger Sobotkiewicz

Superintendent of Insurance
Insurance and Real Estate Division
Financial and Consumer Affairs Authority

1919 Saskatchewan Drive, Suite 601
Regina, Saskatchewan S4P 4H2

Tel: 306-787-6700

Fax: 306-787-9006

Email: fcaa@gov.sk.ca

www.fcaa.gov.sk.ca

Manitoba

Scott Moore

Superintendent of Insurance
Financial Institutions Regulation Branch
400 St. Mary Avenue, Suite 207
Winnipeg, Manitoba R3C 4K5

Tel: 204-945-2542

Fax: 204-948-2268

Email: insurance@gov.mb.ca

www.mbfinancialinstitutions.ca

Ontario

Mark E. White

Chief Executive Officer
Financial Services Regulatory Authority of Ontario
North York City Centre

5160 Yonge Street, 16th Floor
Toronto, Ontario M2N 6L9

Tel: 416-250-7250

Fax: 416-590-7070

Toll-free: 1-800-668-0128

Email: contactcentre@fsrao.ca

www.fsrao.ca

SUPERINTENDENTS OF INSURANCE



Québec

Louis Morisset

President and Chief Executive Officer
Autorité des marchés financiers

800, rue du Square Victoria, 22^e étage
C.P. 246, tour de la Bourse
Montréal, Québec H4Z 1G3

Tel: 514-395-0337

Fax: 514-873-3090

Toll-free: 1-877-525-0337

www.lautorite.qc.ca

Place de la Cité, tour Cominar
2640, boulevard Laurier, bureau 400
Québec, Québec G1V 5C1

Tel: 418-525-0337

Fax: 418-525-9512

New Brunswick

Angela Mazerolle

Vice-President, Regulatory Operations
Financial and Consumer Services Commission
Insurance Division
Andal Building

225 King Street, Suite 200
Fredericton, New Brunswick E3B 1E1

Tel: 506-453-8959

Fax: 506-453-7435

Toll-free: 1-866-933-2222

Email: angela.mazerolle@fcnb.ca

www.fcnb.ca

Nova Scotia

Paula Boyd

Superintendent of Insurance
Department of Finance and Treasury Board
Financial Institutions Division

1723 Hollis Street, 4th Floor
P.O. Box 2271

Halifax, Nova Scotia B3J 3C8

Tel: 902-424-2787

Fax: 902-424-1298

Email: paula.boyd@novascotia.ca

www.novascotia.ca/finance

Prince Edward Island

Robert A. Bradley

Superintendent of Insurance
Department of Justice and Public Safety
Insurance and Real Estate Division

Shaw Building, 4th Floor
95-105 Rochford Street

P.O. Box 2000

Charlottetown, Prince Edward Island C1A 7N8

Tel: 902-368-6478

Fax: 902-368-5283

Email: rabradley@gov.pe.ca

www.gov.pe.ca

Newfoundland and Labrador

Renee Dyer

Director of Financial Services Regulation Division
Superintendent of Insurance, Real Estate, Mortgage Brokers,
Securities and Pre-Paid Funerals
Service NL

Financial Services Regulation Division

2nd Floor West Block, Confederation Building
100 Prince Philip Drive

P.O. Box 8700

St. John's, Newfoundland and Labrador A1B 4J6

Tel: 709-729-4909

Fax: 709-729-3205

Email: reenedyer@gov.nl.ca

www.gov.nl.ca

SUPERINTENDENTS OF INSURANCE



Yukon

Nancy Meagher

Director, Professional Licencing and Regulatory Affairs

P.O. Box 2703 C5

Whitehorse, Yukon Y1A 2C6

Physical address: 307 Black Street

Whitehorse, Yukon Y1A 2N1

Tel: 867-667-5257

Fax: 867-667-3609

Email: plra@gov.yk.ca

www.gov.yk.ca

Northwest Territories

Louise Lavoie

Superintendent of Insurance

Department of Finance

Treasury Division

5003-49th Street

P.O. Box 1320

YK Centre, 3rd Floor

Yellowknife, Northwest Territories X1A 2L9

Tel: 867-767-9171 ext. 15080

Fax: 867-920-6133

Email: louise_lavoie@gov.nt.ca

www.fin.gov.nt.ca

Nunavut

Sean Clark

Superintendent of Insurance

Department of Finance

Parnaivik Building, 2nd Floor

924 Mivvik Street

P.O. Box 2260

Iqaluit, Nunavut X0A 0H0

Toll-free: 1-800-316-3324

Fax: 867-975-5845

Email: insurance@gov.nu.ca

www.gov.nu.ca/finance

INSURANCE-RELATED ORGANIZATIONS



ADR Institute of Canada, Inc.

234 Eglinton Avenue East, Suite 407
Toronto, Ontario M4P 1K5
Tel: 416-487-4733
Toll-free: 1-877-475-4353
Email: admin@adric.ca
www.adric.ca

Appraisal Institute of Canada

200 Catherine Street, Suite 403
Ottawa, Ontario K2P 2K9
Tel: 613-234-6533
Toll-free: 1-888-551-5521
Email: info@aicanada.ca
www.aicanada.ca

**Canadian Association of
Direct Relationship Insurers**

250 Consumers Road, Suite 301
Toronto, Ontario M2J 4V6
Tel: 416-773-0101
Email: cadri@cadri.com
www.cadri.com

**Canadian Association of
Financial Institutions in Insurance**

411 Richmond Street East, Suite 200
Toronto, Ontario M5A 3S5
Tel: 416-494-9224
Email: info@cafii.local
www.cafii.com

Canadian Association of Fire Investigators

1370 Don Mills Road, Suite 300
Toronto, Ontario M3B 3N7
Email: cafi@cafi.ca
www.cafi.ca

Canadian Association of Insurance Women

www.caiw-acfa.com

**Canadian Association of
Mutual Insurance Companies**

250 City Centre Avenue, Suite 516
Ottawa, Ontario K1R 6K7
Tel: 613-789-6851
www.camic.ca

Canadian Board of Marine Underwriters

2233 Argentia Road, Suite 304
Mississauga, Ontario L5N 2X7
Tel: 905-826-4768
Email: cbmu@cbmu.com
www.cbmu.com

**Canadian Boiler and
Machinery Underwriters' Association**

www.cbmu.org

Canadian Council of Insurance Regulators

CCIR Secretariat
5160 Yonge Street, 16th Floor
Toronto, Ontario M2N 6L9
Tel: 416-590-7257
Email: ccir-ccra@fsrao.ca
www.ccir-ccra.org

Canadian Fire Safety Association

2800-14th Avenue, Suite 210
Markham, Ontario L3R 0E4
Tel: 416-492-9417
Email: info@canadianfiresafety.com
www.canadianfiresafety.com

Canadian Independent Adjusters' Association

132 Commerce Park Drive, Suite 308, Unit K
Barrie, Ontario L4N 0Z7
Tel: 416-621-6222
Toll-free: 1-877-255-5589
Email: info@ciao-adjusters.ca
www.ciao-adjusters.ca

INSURANCE-RELATED ORGANIZATIONS



Canadian Institute of Actuaries

360 Albert Street, Suite 1740
Ottawa, Ontario K1R 7X7
Tel: 613-236-8196
Email: head.office@cia-ica.ca
www.cia-ica.ca

Canadian Insurance Accountants Association

250 Consumers Road, Suite 301
Toronto, Ontario M2J 4V6
Tel: 416-494-1440, ext. 232
Email: info@ciao.org
www.ciao.org

Canadian Insurance Claims Managers Association

Email: info@cicma.ca
www.cicma.ca

Canadian Life and Health Insurance Association Inc.

Email: info@clhia.ca
www.clhia.ca

Toronto

TD South Tower
79 Wellington Street West, Suite 2300
P.O. Box 99
Toronto, Ontario M5K 1G8
Tel: 416-777-2221

Ottawa

World Exchange Plaza
100 Queen Street, Suite 750
Ottawa, Ontario K1P 1J9
Tel: 613-230-0031

Montréal

1001, boulevard de Maisonneuve ouest, bureau 630
Montréal, Québec H3A 3C8
Tel: 514-845-9004

Centre for Study of Insurance Operations

CSIO Help Desk
Tel: 416-360-1773
Toll-free: 1-800-463-2746
Email: helpdesk@csio.com
www.csio.com

Toronto

110 Yonge Street, Suite 500
Toronto, Ontario M5C 1T4

Montréal

1155, boulevard Robert-Bourassa, bureau 1305
Montréal, Québec H3B 3A7

Facility Association

777 Bay Street, Suite 2400
P.O. Box 121
Toronto, Ontario M5G 2C8
Tel: 416-863-1750
Toll-free: 1-800-268-9572
Email: mail@facilityassociation.com
www.facilityassociation.com

Fire Underwriters Survey

Email: admin@fireunderwriters.ca
www.fireunderwriters.ca

Atlantic Canada

26 Akerley Boulevard, Suite 202
Dartmouth, Nova Scotia B3B 0K4
Toll-free: 1-877-634-8564

Québec

4 Place Laval, bureau 350
Laval, Québec H7N 5Y3
Toll-free: 1-800-263-5361

Ontario

175 Commerce Valley Drive West, Suite 600
Markham, Ontario L3T 7P6
Toll-free: 1-800-268-8080

Western Canada

8333 Eastlake Drive, Suite 101
Burnaby, British Columbia V5A 4W2
Toll-free: 1-800-665-5661

INSURANCE-RELATED ORGANIZATIONS



General Insurance OmbudService

2727 Courtice Road, P.O. Box 98009
Courtice, Ontario L1E 3A0
Toll-free: 1-877-225-0446
www.giocanada.org

General Insurance Statistical Agency

5160 Yonge Street, 16th Floor
Toronto, Ontario M2N 6L9
Tel: 416-590-7526
Email: gisa@fsrao.ca
www.gisa.ca

Groupement des assureurs automobiles

1981, avenue McGill College, bureau 620
Montréal, Québec H3A 2Y1
Tel: 514-288-4321
Toll-free: 1-877-288-4321
Email: cinfo@gaa.qc.ca
www.gaa.qc.ca
www.infoinsurance.ca

Institute for Catastrophic Loss Reduction

Email: info@iclr.org
www.iclr.org

Toronto

20 Richmond Street East, Suite 210
Toronto, Ontario M5C 2R9
Tel: 416-364-8677

London, Ontario

Boundary Layer Wind Tunnel Laboratory
Western University
Amit Chakma Building, Suite 4405
1151 Richmond Street
London, Ontario N6A 5B9
Tel: 519-661-2128

Insurance Brokers Association of Canada

18 King Street East, Suite 1210
Toronto, Ontario M5C 1C4
Tel: 416-367-1831
Email: ibac@ibac.ca
www.ibac.ca

Insurance Institute

18 King Street East, 6th Floor
Toronto, Ontario M5C 1C4
Tel: 416-362-8586
Toll-free: 1-866-362-8585
Email: iicmail@insuranceinstitute.ca
www.insuranceinstitute.ca

Intact Centre on Climate Adaptation

Faculty of Environment, EV3 4334
University of Waterloo
200 University Avenue West
Waterloo, Ontario N2L 3G1
Email: Intact.Centre@uwaterloo.ca
www.intactcentreclimateadaptation.ca

Nuclear Insurance Association of Canada

401 Bay Street, Suite 1600
Toronto, Ontario M5H 2Y4
Tel: 416-646-6232
Email: colleen@niac.biz
www.niac.biz

Ontario Risk and Insurance Management Society

66 Wellington Street West
P.O. Box 1021
Toronto, Ontario M5K 1P2
Email: info@orims.org
www.ontariorims.org

Property and Casualty Insurance Compensation Corporation

20 Richmond Street East, Suite 210
Toronto, Ontario M5C 2R9
Tel: 416-364-8677
Email: dhall@pacicc.ca
www.pacicc.ca

Reinsurance Research Council

c/o Funnel Communications Inc.
189 Queen Street East, Suite 1
Toronto, Ontario M5A 1S2
Tel: 416-968-0183
Email: mail@rrccanada.org
www.rrccanada.org

INSURANCE-RELATED ORGANIZATIONS



Surety Association of Canada

Head Office

6299 Airport Road, Suite 709
Mississauga, Ontario L4V 1N3
Tel: 905-677-1353
Email: surety@suretycanada.com
www.suretycanada.com

British Columbia

Tel: 778-995-6585

Alberta

Tel: 403-612-4070

Ontario

Tel: 905-667-1353

Québec

Tel: 514-245-7109

Traffic Injury Research Foundation

171 Nepean Street, Suite 200
Ottawa, Ontario K2P 0B4
Tel: 613-238-5235
Toll-free: 1-877-238-5235
Email: tirf@tirf.ca
www.tirf.ca

Underwriters Laboratories of Canada

Email: cec@ul.com
canada.ul.com

Edmonton

1040 Parsons Road SW
Edmonton, Alberta T6X 0J4
Toll-free: 1-866-937-6852

Montréal area

6505 Trans-Canada Highway, Suite 330
St-Laurent, Québec H4T 1S3
Tel: 514-363-5941

Ottawa

171 Nepean Street, Suite 400
Ottawa, Ontario K2P 0B4
Tel: 613-755-2729

Toronto

7 Underwriters Road
Toronto, Ontario M1R 3A9
Tel: 416-757-5250
Toll-free: 1-866-937-3852

Vancouver area

13775 Commerce Parkway, Suite 130
Richmond, British Columbia V6V 2V4
Tel: 604-214-9555

Women in Insurance Cancer Crusade

157 Adelaide Street West, Suite 170
Toronto, Ontario M5H 4E7
Email: info@wicc.ca
www.wicc.ca



@InsuranceBureau



@InsuranceBureau



@BAC_Quebec



@IBC_Atlantic



@IBC_Ontario



@IBC_West



@IBC_Pacific



Facebook.com/insurancebureau



YouTube.com/insurancebureau

ibc.ca

1-844-2ask-IBC