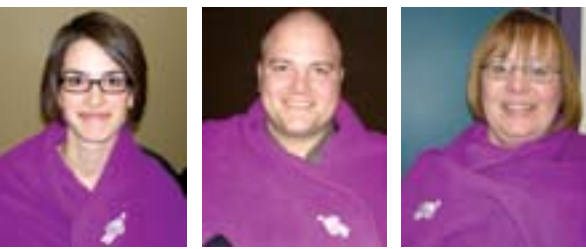


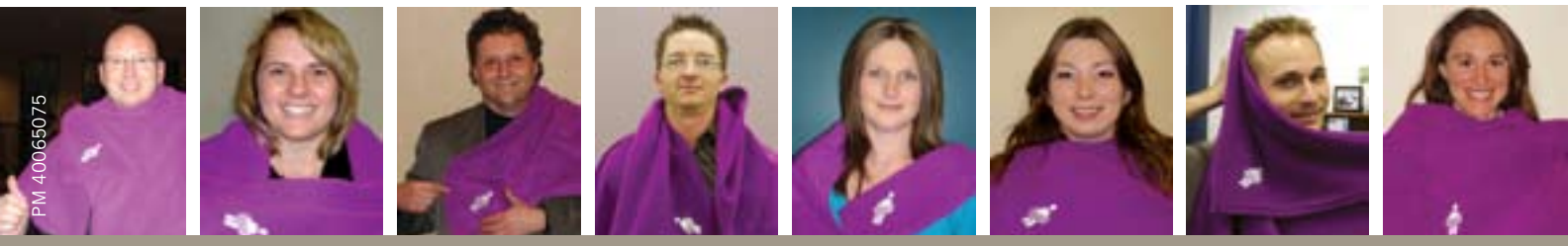
THE MANITOBA BROKER



VOLUME 15, NUMBER 4, DECEMBER 2007



BIPPER madness



PM 40066075

News from IBAC

Net Margin Report For the Period Ending December 2006

Net Margin %

To assertively maintain resources before imperatives we need to

GOLF MORE!
Intellectual
rather
than ordinary



Projected
Actual
Margin



THINKING ABOUT SELLING? WYATT CAN HELP

Wyatt Insurance & Financial Services has worked with several brokers over the past 35 years to help them realize their goal of retirement

TURNING YOUR DREAM INTO A REALITY

At Wyatt we have the experience and comprehensive knowledge in brokerage acquisitions necessary for a smooth transition.

We've worked closely with many brokerage owners to establish a plan that works for them.

WORKING WITH WYATT

We are committed to maintaining a working relationship with existing staff.

Wyatt provides on-going employee education and opportunity allowing for growth within a progressive local business.

Wyatt is a family based business with strong values and 35 years of experience

Please feel free to contact Curtis Wyatt directly at 941-3115 or email: cwyatt@wyatt.com
All enquiries will be kept strictly confidential.





New Appointments



Randy Owens BA (ADV), CIP, CRM
Management is pleased to announce the appointment of Mr. Randy Owens as Corporate Business Development Manager.

Mr. Owens began his Insurance Career in 1994 in the Broker ranks, joining Portage Mutual in 2002 as a Marketing Representative in our Winnipeg Office. In 2006 he assumed the role of Product Development Manager.

In his new position, he will be responsible for the Management of Product Development as well as Broker Management Strategies.



Darren Borodenko BA
Management is pleased to announce the appointment of Mr. Darren Borodenko as Marketing Representative for our Winnipeg Office.

Mr. Borodenko began his Insurance Career in 1987, as a Sales Representative with London Life. In 1988, he transitioned to the property and casualty sector. Darren brings a wealth of experience, having held various positions from Marketing to Senior Commercial Lines Underwriter.

With Darren's diverse knowledge and reputation in the Industry, we are confident that he will be an asset in his new role with our Company.



C. W. (Wayne) Wyborn FCIP, CRM
Management is pleased to announce the appointment of Mr. Wayne Wyborn as Vice-President of Underwriting.

Mr. Wyborn joined the Company in 1986, and has served in various roles from Underwriting to Marketing, most recently being the Branch Manager of our Edmonton Office since 2000.

In his new role, he will be responsible for the Corporate Underwriting results of the Company, with a specific emphasis on Automobile.

Insurance *With*
Integrity.
Since 1884.



120 years. 15,000 businesses.
One promise.

To get you back in business faster and with fewer hassles.

Time is money. Portage Mutual's fast, fair claims service gets you back in business as soon as possible after a loss. Ask your broker how the Retailers Pro, Office Pro, or Contractors Pro policies can be tailored to your business needs.

 **Portage
Mutual
Insurance**

Insurance *With*
Integrity.
Since 1884.

Residential, Commercial,
Automobile & Farm

www.portagemutual.com



*Marketing Services
 for Brokers!*

Commercial Property Capacity & CGL / OLT

- Manufacturers
- Unoccupied Buildings
- Resource Industries
- E & O
- Woodworkers
- Builders Risk
- Hotel / Motel
- Restaurants, Bars, Pubs
- TechProtect™
- Vacant Properties
- Mortgage Impairment
- Host Liquor Liability
- Professional Liability
- Cargo / Auto Physical Damage
- Contractors Equipment
- Foreign Risks
- Stand Alone CGL
- Esurance™
- Bed & Breakfast
- Jewellers Block
- Recycling Plants
- Marinas / Resorts Risks
- Kidnap
- High Value Homes
- Yachts
- Rental / Rooming Houses
- Oil / Gas Contractor

Locations across Canada to serve you:

<p>Canada WorldWide Underwriting Agencies Inc. #100 - 1400 1st Street SW Calgary, Alberta T2R 0V8 Phone (403) 263-4666 • Fax (403) 237-9976 Toll Free 1-888-263-5146</p> <p><i>Contacts: Russel Morrison, Lorna Hetherington, John Taylor, Tracie Morine, Linda Moorkens</i></p>	<p>Canada WorldWide Underwriting Agencies Inc. 2 Norfolk Street South Simcoe, Ontario N3Y 2V9 Phone (519) 428-1688 • Fax (519) 428-6307 Toll Free: 1-866-401-3858</p> <p><i>Contact: Darlene Nicholls</i></p>
<p>Canada Mondial Agences de Souscriptions Inc. 300, Rue St. Sacrement, Suite 320 Montréal, Quebec H2Y 1X4 Phone: (514) 844-2541 • Fax (514) 843-5926 Toll Free: 1-888-840-2541</p> <p><i>Contacts: Richard Belanger, Lucie Pahno, Alain Matteau</i></p>	<p>Canada WorldWide Underwriting Agencies Inc. 920 Young Street, Suite 602 Toronto, Ontario M4W 3C7 Phone (416) 925-2793 • Fax (416) 925-7260 Toll Free: 1-888-745-5502</p> <p><i>Contact: Ilias Tsintsilonis</i></p>

www.canadaworldwide.ca

INSURANCE UNDERWRITING PROFESSIONALS

2007/2008 Board of Directors

Executive Committee

President

Larry Watson

Chair / Past President

Irwin Kumka

President-Elect

Wade Garriock

Chief Executive Officer

David Schioler

Board of Directors

Scott Andrew

Vince Chorney

Pamela Gilroy-Rajotte

Keith Jordan

Dale Rempel

Peter Tessier

Russell Wasnie

IBAM 2007/2008 Committee Chairs

IBAC

Irwin Kumka, Larry Watson

MPI/DVL/IBAM General Liaison

Russell Wasnie, chair

MPI/IBAM SRE Committee

Dale Rempel, chair

Communications/BIP Committee

Larry Watson, chair;

Wade Garriock, BIP representative

Conference

Wade Garriock, chair

Nominating

Irwin Kumka

Professional Development

Dale Rempel, chair;

Pamela Gilroy-Rajotte, vice-chair

Young Broker Committee

Mario Reimer, chair

Katrina Hueging, co-chair

Features

News from IBAC

9

Tracking brokerage growth
- Ranger buys Flanders

16

Young Broker Golf Day

18



Departments

- 6 Message from the President
- 7 From the Chief Executive's Office
- 8 Viewpoint
- 10 Education
- 12 Raising our Profile
- 14 Political Action
- 15 Calendar of Events

- 18 Young Broker Report
- 21 Committee Report
- 24 Broker Profile
- 26 Connected to the Community
- 30 Business Corner
- 33 Industry News
- 38 Reach our Advertisers

Return undeliverable Canadian addresses to:
Insurance Brokers Association of Manitoba
205 - 530 Kenaston Boulevard, Winnipeg, MB R3N 1Z4

Publication Mails Agreement #40065075
email: info@ibam.mb.ca

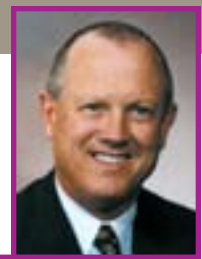
The MANITOBA BROKER is published four times per year by Craig Kelman & Associates Ltd. on behalf of the Insurance Brokers Association of Manitoba, 205-530 Kenaston Blvd. Winnipeg, MB R3N 1Z4, (204) 488-1857

All rights reserved. Contents may not be reproduced without express consent of the publisher. ©2007



Editorial and Advertising Offices:
3rd Floor, 2020 Portage Ave. • Winnipeg, MB R3J 0K4
Tel: (204) 985-9780 • Fax: (204) 985-9795
E-mail: terry@kelman.ca

Executive Editor David Schioler
Managing Editor Terry Ross
Design / Layout Jackie Vitug
Advertising Manager Cindy Robin



Larry Watson, President

What's up with MPI?

We thought it wise at this time to let you know what we know with respect to developments in terms of our relationship with Manitoba Public Insurance, particularly as that relates to broker operations.

The relationship and its structure

Well – it appears to be working smoothly. On a quarterly basis, **Dave Schioler** and I meet for frank and direct discussion with MPI CEO **Marilyn McLaren** and MPI VP **Dan Guimond**. Our next meeting in this regard is expected prior to Christmas.

Our General Liaison Committee (GLC) also meets quarterly with MPI's operational senior managers. IBAM is well represented on this committee with a number of well-versed MPI-knowledgeable brokers. This past year, an operational sub-committee was constituted from the GLC so that people on the "front lines" (our Autopac KAPS) could get involved to help resolve day to day issues and to assist with the strategic work and responsibilities of the GLC. So far, our feedback tells us that the operational sub-committee is working well. We also expect

to establish in the near future a special committee to handle our relationship with MPI as it relates to coordinating Autopac & Driver's Licensing services. In this regard, we are continually advised by MPI that its commitment to the broker channel is sound.

There is a lot of work to do here over the next 12 months or so in terms of moving forward.

MPI & Service Centres

We have been advised all along by MPI that the "new look" Service Centres will be able to deliver services related to both DL & insurance renewal. BUT, we have also along the way

continually been advised by MPI's Executive, senior managers & others that the level of transaction activity in the Service Centres would never be allowed to exceed 4% of DL (in terms of broker involvement) or insurance transactions (including renewals) overall. In fact, with respect to these matters, IBAM & MPI have met at least six times over the last year or so with Winkler area brokers on the Service Centre pilot – and the levels are not exceeding and we are told will not be allowed to exceed the 4%.

Furthermore, we are also told that at any such time any Service Centre level activity exceeds transaction levels above 4% – that MPI will correct the issue immediately in favour of brokers. MPI tells and shows us that its strategy is geared toward the broker channel of distribution and that it cannot and will not staff its Service Centres to handle activity above the 4%. (MPI has said that historically its claims centres have never really exceeded 4% of activity.) MPI's thinking – according to what the corporation has shared with us – is that, while all of its marketing and efforts are and will be designed to and will ensure commitment to brokers and push activity levels and business toward brokers, it is obligated to at least have the capacity to offer the service to customers through the Service Centres. Plus, driver testing and licensing will be done out of the Service Centres even though scheduled and coordinated mainly through brokers. As we move forward, it is important to note that there can always be slight changes to the initial plans, but what you see here is essentially what we are aware of thus far.

Coordinating Autopac & Driver Licensing

What we do know for sure from what MPI has advised is that there is a lot of work to do here over the next 12 months or so in terms of moving forward. We will keep you as informed as we can. 📌



G. WOODWARD RESTORATION SERVICES LTD.

1109A Winnipeg Avenue, Winnipeg, Manitoba R3E 0S2

Phone: 204 783-6266 Fax: 204 772-5422

SPECIALIZING IN INSURANCE RELATED REPAIRS

24 HOUR EMERGENCY SERVICES

Complete content and building restoration

Fire, Smoke and Water damage repair

Mould remediation specialists

Secured warehousing facilities

Carpet and upholstery cleaning





Dave Schioler, CEO

Focus on political action

By the time these remarks go to print, our Association along with its membership – on Monday, November 19, 2007 – will have experienced its third annual and successful MLA Reception. This year, we will have witnessed the highest registration and attendance for this event with 30 MLAs and 50 insurance brokers in attendance. In addition, it is of note that 40% of our broker attendees are newcomers to the political scene in this context. In this regard, congratulations must go to our membership at large. Similarly, we wholeheartedly congratulate and thank all MLAs for their participation and efforts in terms of making this event superbly successful.

In addition, on the same day as the Reception, the IBAM executive will have held a series of meetings with various MLAs, including the Leader of the Liberal Party, the Leader of the Official Opposition, and the Minister of Finance. These meetings will have been conducted with a specific focus on educating and influencing decision-makers with respect to issues that either remain or are arriving on the stage as matters of significant concern to insurance brokers. In particular, your IBAM representatives will have spoken with respect to (1) initiating and instituting commonsense, non-contentious regulatory change; (2) the dangers of the retailing of P&C insurance by banks and credit unions; and (3) matters of concern as related to Manitoba Public Insurance. (It is of significant note that our “word on the street” feedback in this regard tells us that the brokerage force as a distribution channel is working well with MPI in terms of ultimately producing results that are good simultaneously for Manitoba’s insurance brokers and Manitoba’s insurance consumers.)

As we move forward to enhance our presence and influence in Manitoba, our strategy and our efforts will be designed with the tactic of conducting additional meetings with MLAs, including Cabinet ministers, so that our collective voice can be easily heard and precisely understood. In this

regard, we intend to call upon our membership to be included in such meetings and conversations – and we do, in fact, expect that our willing members will respond in vigorous force. Again, at all times, our focus will be on delivering what we believe is best for Manitoba insurance consumers.

As we approach our politicians, it is important that we remain extremely professional and diligent while carrying and delivering a clear and concise message at all times. The politicians, at

both the federal and provincial levels, continually tell us that our professional approach is not only appreciated, but helps them deliberate and decide on difficult and complex issues. It is in this vein that IBAM plans to design, offer and present at its 2008 Conference a full and complete seminar on political action, specifically as it relates to our volunteer broker force. Please look for this seminar; please attend this seminar. It will be to your benefit to do so. We look forward to seeing you there. #

Please attend the seminar on political action.
It will be to your benefit to do so.

On-line Canadian Insurance Forms Reference Library



The Insurance Wording Resource's Insurance Forms Reference Library is now available on the Internet.

- Easy on-line access
- 900+ Auto Forms
- 400+ Property Forms
- 300+ Miscellaneous Forms
- Latest Updates Section
- Search
- View
- Print a “sample”

For membership fees and downloadable membership form call 416-285-1700 or visit iaccessifc.ca and click on Become a Member



The Insurance Wording Resource
A Division of Informco Inc.





Danny Craig, IBAC President

Implications of a minority government in Ottawa

As my first Viewpoint as President of IBAC, I'd like to spend some time talking about the interesting political times in which we currently live. For most of the past half century, Canadians have been used to a certain level of certainty with their governments. Majority governments were the norm, and minorities were the exception. The last few years have brought Canadians a taste of quite the opposite.

The last two elections have brought our country minority governments. By their definition they provide less stability than a majority, and some would argue that they are more "democratic" than a majority, as no one party has a definite say on the outcome of legislation. The governing party relies on the support of opposition parties on an issue-by-issue basis. Most minorities have not lasted more than two years.

What does this mean for the insurance brokerage profession?

The current parliamentary environment provides the profession

with an opportunity to make our voices heard even more than during a majority. Since no one party has 'carte blanche' over any piece of financial legislation, the understanding and support of all political parties is crucial for parliamentarians to make the right decisions when it comes to consumer interests.

Consumer interests are at the heart of our profession. It is what we do every day – advise and advocate on behalf of our clients, on behalf of Canadian consumers. This is what most parliamentarians also do every day; represent the interests of their constituents and consumers.

Because of this convergence in interests, insurance brokers are the real voices for MPs when it comes to insurance needs. Brokers need to educate and inform MPs of what they do every day for their clients; the value they provide. They need to explain the difference between the life business and the P&C business; and how those industries vary greatly when it comes to deciding on financial legislation.

Brokers need to explain to their MPs the difference between wealth management and risk management, and that both lumped into one is contrary to consumers having unbiased choice. It is also against the interests of healthy competition for consumers' P&C needs. Consumers need to be more empowered, not less. And tying wealth products with risk products does not empower consumers. It makes them more vulnerable.

Insurance brokers also need to explain to MPs that the very nature of their industry is mainly one of small business. Small businesses are the backbone of the Canadian economy, and they need to be treated in a way that allows consumers to benefit from the value they provide. Lower taxes and less regulation are two barriers for small businesses to grow and prosper.

This, of course, applies to all parties, especially during this unstable and consensus building political reality that we live in. I know that brokers advise and advocate every day on behalf of their clients, so I urge everyone to do the same with our parliamentarians. Good luck. 🍀

BELFOR

Restoration Services

- 24 Hour Emergency Service
- Fire & Water Damage Repair
- Content Removal & Cleaning
- Mold Removal Specialists
- Impact & Vandalism Damage Repair
- Document Reprocessing
- Carpet Cleaning
- Contents Inventory & Repair Specialists
- Residential & Commercial
- Single-Source Responsibility
- Electronics Cleaning

WINNIPEG

801 Berry Street, Winnipeg, MB R3H 0S7
774-8186 (24 hours) Fax: 774-4890
TOLL FREE 1-877-774-8186
www.belfor.com

"I know that brokers advise and advocate every day on behalf of their clients, so I urge everyone to do the same with our parliamentarians."



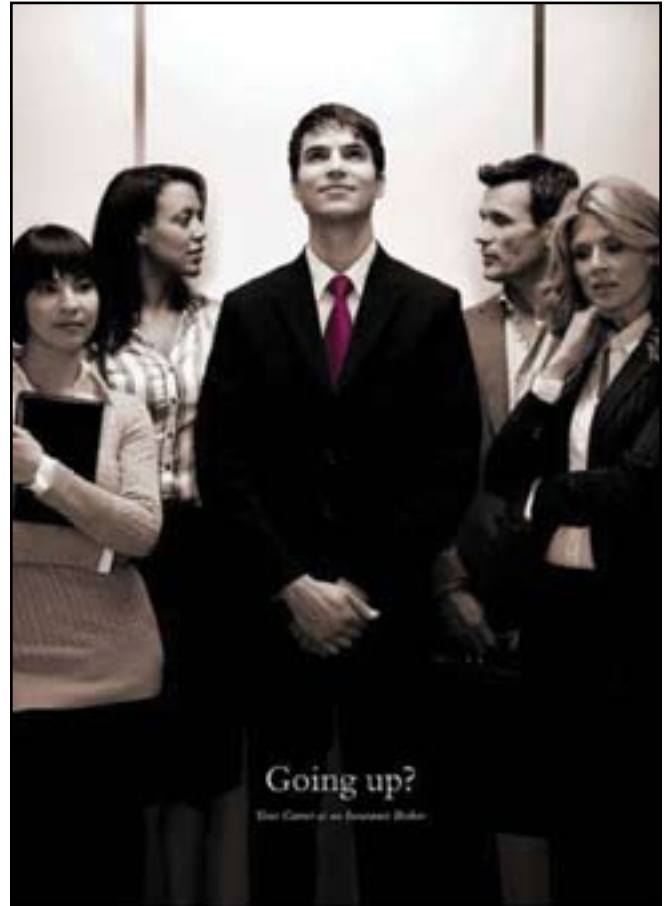
2007-2008 IBAC Executive: (L-R) Dan Danyluk, Andrew Walker, Larry Kozakevich, Danny Craig, Peter Fredericks and Justin MacGregor.



2007-2008 IBAC Board of Directors
Back Row (L-R): Peter McCann – TIC, Claude Brosseau – RRAQ, Robert Dunne – IBANF, Irwin Kumka – IBAM, Karen Doiron – IBAPEI, Ralph Zutter Jr. – IIBAA, Fraser Lyle – IBABC, Steve Wagler – IBAO, George Wright – IBAS, and Gary Stack – IBANS.



Larry Kozakevich, IBAC Chair, presents Tony Taronno (L) with a token of appreciation for serving on IBAC's Board of Directors.



New marketing tools

IBAM members are advised to be on the lookout for IBAC's new marketing material, which will be arriving in brokerages shortly. Included in the "Going up?" campaign are images of a group of people in an elevator and the elevator panel.



Broadfoot Fraser Agencies

6 Morris Avenue N., Gladstone, Manitoba
 Phone: (204) 385-2212 Fax: (204) 385-2055

Offering:

- Driver Licences
- Autopac
- Home and Farm Insurance
- Commercial Insurance
- Passport photos
- Financial Planning
- Travel Health Insurance

Serving the community of Gladstone for over 75 years

Business Strategies - a new CPIB Course

The Scope of the Business Strategies Program

Who Should Take This Course?

The Business Strategies Program is aimed at the existing brokerage management team who are responsible for goal setting, strategic planning, decision-making and effective operations. Staff members who have been targeted for leadership development should also take this course. The program focuses on the management issues that principals, partners, managers and key senior staff face on a daily basis.

The Beneficiaries

Completing the Business Strategies Program provides direct benefit to the student who aspires to brokerage management. Existing management will also be direct beneficiaries. When used as a management development tool, brokerage principals will all benefit. Indirectly, the knowledge gained will benefit both clients and suppliers.

Results

Building on the foundation laid in CAIB 4, this program takes a more intensive look at some of the same management issues found therein, and introduces some new critical business success strategies. It outlines for Canadian brokers a proven process for improving efficiencies and effectiveness, reiterating the value of the strategic planning process and offering a very comprehensive look at human resources planning and management. Addressing and examining, in detail, the components of financial statements, and looking at their relationships to all activities of the business will positively impact bottom line profitability. Introducing an in-depth look at financing options to support growth initiatives will open new doors. A closer look at Privacy legislation will help all brokers understand what is expected of them in protecting the confidential information they hold on their clients, and help them determine what means and measures they should take to ensure compliance. Analyzing steps to take to protect the brokerage business and staff in the event of an emergency, disaster, safety or security breach, is an exercise in risk management that will

SIGN UP NOW
for the five-day
Business Strategies Course
(January 21-25, 2008)

Canadian Professional
Insurance Broker Program

BUSINESS STRATEGIES

PUBLISHED BY THE INSURANCE BROKERS ASSOCIATION OF CANADA

show brokers how they can add significant value to their business relationships with their own clients. This program adds significant dimension to the marketing topic first introduced in CAIB 4 and probes into the many options available for advertising, specifically identifying strengths and weaknesses of each option that will help management determine the best strategy to achieve their desired results. Showing brokers the strength of branding their business and reminding them of the powerful BIPPER brand already available for their use, will strengthen and bolster any advertising campaign they choose. Introducing and exploring strategic communications will help all brokers select the right mes-

sage and target it to the right audience, as well as help them decide when it is more effective for the messages to be proactive or reactive. A look at growth emphasizes the different ways of measuring growth and explores valuation of potential acquisitions. The importance of planning for perpetuation is reinforced and using this course to develop potential leaders cannot be overlooked as a perpetuation strategy.

Business Strategies Program Leads to...

This program serves as an excellent segue to another IBAC management program, Best Practices, Enhancing Broker Performance. 📌

Upcoming Education

Auto Broker Technical Course

January 2008

Phase 1 January 14, 15 & 16
Phase 3 February 13, 14 & 15

March 2008

Phase 1 March 18, 19, & 20
Phase 3 April 16, 17 & 18

Fundamentals of Insurance

Home study exam dates: Second Monday of each month

Seminars

February 11	Commercial General Liability
February 11	Business Interruption
February 12	Personal Liability (Brandon)
February 12	Commercial General Liability (Brandon)
March 12	Pitfalls & Perils
March 12	Introduction to Condominium Insurance

CAIB 2007/2008 - Discussion Group Schedule

Spring Semester Classes Begin
CAIB 1 Tuesday, February 12
CAIB 2 Thursday, February 15
CAIB 3 Monday, February 14
CAIB 4 Wednesday, February 20

All CAIB levels are available by homestudy.
Exams: May 7

CAIB 2007/2008 Immersion/5-Day Schedule

CAIB 1 January 28 – February 2
CAIB 2 February 25 – March 1
CAIB 3 February 4 – February 9
CAIB 4 March 3 – March 8

Canadian Professional Insurance Broker (CPIB) – self-study available

Advanced Commercial Lines	Advanced Personal Lines
Business Strategies	Claims Management
Law & Ethics	Exams: May 7

Immersion Course

Business Strategies January 21-24
Exam: January 25

LEADER
IN SPECIALIZED PRODUCTS
RECOGNIZED FOR
PROFESSIONAL
SERVICE

THE GUARANTEE COMPANY OF NORTH AMERICA

COMMERCIAL / MISCELLANEOUS SURETY

CREDIT INSURANCE

CONTRACT SURETY

Accounts receivable
INSURED!

GOLD HOME & AUTO

DIRECTORS & OFFICERS LIABILITY INSURANCE

FIDELITY BONDS

WINNIPEG | SASKATOON | WOODBOCK | TORONTO | MONTREAL | QUEBEC CITY

gcna.com

1797-2

AURORA
Underwriting Services Inc.

Aurora Underwriting Services Inc.

570, 10310 Jasper Avenue
Edmonton, AB T5J 2W4
Tel: (780) 442-2240
Toll-free tel: (866) 328-1314
Fax: (780) 428-8143
Toll-free fax: (866) 428-8143

Commercial Wholesale

BROKER FOR BROKERS

Property • CGL (incl. Truckers)
Cargo • COC • Umbrella/Excess
Auto Physical Damage (incl. Logging)
Special Events • CEF • Aviation
High Value Homes • Fine Arts • Cross Border
• Product Recall • Stand Alone Crime

Please visit our website at
auroraunderwriting.com

In the media...



Michelle (left) and Larry Watson, IBAM president, with Sharon Clarke, of Nys, David Schioler, IBAM



The IBAM Executive

Pix on Six

The theme was Bond – James Bond – at the second annual Make Cancer History Gala Ball on Sept. 15. Martinis were a must and the drink of choice. Ladies were dressed as fashionably as any Bond girl, while the men dressed in their Bond best, with some even donning the signature tux. The event sparkled and was a great success, raising more than \$160,000 for the Canadian Cancer Society, taking us all one step closer to making cancer history. For those interested in becoming involved with the organization of the Make Cancer History Gala Ball, please call the Canadian Cancer Society at 774-7483 or send an e-mail to gala_request@yahoo.ca.

Marivic Tuazon

Marivic is the Winnipeg Sun's social columnist... Write her in your next event. mtuazon@wpgsun.com 532-2510

All photos MARIVIC TUAZON/Sun Media



Art Elias

BUSINESS BUZZ AND BOND SERVICE

Art Elias, president of the IBAM, is a man of many talents. He is a successful businessman, a community leader, and a devoted family man. Elias has spent his career in the financial services industry, where he has built a reputation for integrity and excellence. He is currently the president of the IBAM, a position of great responsibility and honor. Elias is also a member of several professional organizations and is actively involved in community service. He is a true leader and a role model for all of us.

"It's never about the fact that all the people who are the most successful business men here."



IBAM presence felt at Canadian Cancer Society Gala Ball

(September 15)

Back (L-R): Sharon Clarke, Larry and Michelle Watson, Dave Schioler. Front: Karen and Irwin Kumka, Kristen and Wade Garriock.





Charges seem likely

Raised-up house hit other home



"Prior to doing the renovation, they should meet with their (insurance) broker just to make sure they're covered as best as possible in the event of loss and damage," said David Schioler, CEO for Insurance Brokers Association Manitoba.

...support been propping up the house on Hartford dropped when the north gave way, slipping the house over, slamming it into a neighbouring home. No one was injured but the fallen house is slated for demolition. The other house received a broken window and some cracked drywall.

The city may also look at laying similar charges against the contractor working on the house at the time, said Soloski, adding the maximum penalty for a suspension is \$50,000.

The cost of a permit is based on the type of work planned in the case of the house on Hartford, Soloski estimates permit may have cost a little more than \$200. An engineer's report is also needed, costing several hundred dollars. The report can be done in a matter of days, but making sure to get

Pending charges relate to 'failure to obtain necessary permits' in case of the raised-up house on Hartford Avenue that fell over.

owners should also take other steps to protect themselves as home insurance policies differ from one to the next.

"Prior to doing the renovation, they should meet with their (insurance) broker just to make sure they're covered as best as possible in the event of loss and damage," said David Schioler, CEO for Insurance Brokers Association Manitoba.

Information is provided by home owners, said Soloski. The Hartford Avenue accident might have been avoided if the proper process and permits were obtained to ensure safety, said Soloski.

Homeowners can apply for permits themselves or authorize a contractor to obtain one on their behalf.

Information on permits is available on the city's website at www.winnipeg.ca/FPD/permits.htm.



...essel Milt Stegall, Dave Schioler of IBAM, Sharon Clarke of Nyggard and Glenn put on their best smiles at the gala.

The Gates on Roblin created a wonderful atmosphere for the first Down Syndrome Gala sponsored by Walt Morris of Winnipeg Dodge Chrysler Jeep. Guests were privileged to meet and receive autographs from Milt Stegall and Kevin Glenn of the Winnipeg Blue Bombers.

The gala evening's guest speaker was none other than Milt Stegall who motivated the crowd with his beliefs and convictions on and off the field. The event auctioned off fabulous prizes with all of the proceeds going to the Down Syndrome Society.

Take a bow, Mr. Morris. Well done!



Ian Shanley



OUR BROKERS ARE #1

SMI is committed to the INDEPENDENT BROKER. When selecting a market for your client choose SMI, the company that supports the INDEPENDENT BROKER SYSTEM 100%.

Auto • Commercial • Habitational • Farm



SASKATCHEWAN MUTUAL INSURANCE COMPANY

Security & Service Since 1908

www.saskmutual.com



Breakfast with The Premier

September 18, 2007

On Tuesday, September 18, in the Skyview Ballroom of the Ramada Marlborough Hotel, IBAM members represented the industry at the Manitoba NDP-hosted *Breakfast with The Premier*.



(L-R) Brian Gilbert, Wade Garriock, Pam Gilroy-Rajotte, Dave Schioler, Premier Gary Doer, Scott Feasey and St. James MLA Bonnie Korzenowski.



IBAM CEO Dave Schioler and Bonnie Korzenowski, MLA - St. James.

"Restoring your peace of mind"



Premiere
Division of ETV Disaster Kleanup L.P.
Disaster Kleanup

24 HOUR EMERGENCY SERVICE

1510 Wall St.
Winnipeg, Manitoba
R3E 2S4
Ph: (204) 783-9086
Fax: (204) 783-8384

713-17th Street
Brandon, Manitoba
R7A 5A1
Ph: (204) 728-8971
Fax: (204) 728-4314

www.premieredkc.ca
www.dkc.ca

Toll Free: (888) 315-9239



Our Western Regional Offices provide
"Your **LINK** to Specialty Insurance"

With Over 40 Years of Intermediary
Service to the Brokers of Canada

**We are here to Help Brokers place
Coverage for their Hard-To-Place Risks**

Hard-to-place Property – Hard-to-place Casualty
Builders Risks – Roofers – Jewellers Block
Rooming houses – Rental & Vacant Dwellings
Paintball/Laser games – Security services
Professional Liability (E&O) – Medical Malpractice

*"We provide Professional Insurance
Underwriting and Marketing through
Service, Integrity and Stability"*

A National Company with Regional Offices in
Toronto, London, Burlington, Quebec City, Edmonton, Vancouver

Fax: 1-877-FAX 2 SWG
(1-877-329-2794)

Visit our Website www.swgins.com

DECEMBER 2007

- 5 CAIB/CPIB Exams
- 7 IBAM Executive Meeting
- 10 FOI Homestudy Exam
- 14 IBAM Board Meeting
- 21 IBAM Executive Meeting
- 21-25 CPIB Business Strategies Course

JANUARY 2008

- 4 IBAM Executive Meeting
- 4 IBAM Executive Meeting
- 14 FOI Homestudy Exam
- 14 IBAM Board Meeting
- 14-16 Auto Broker Technical Course – Phase 1
- 21-25 CPIB Business Strategies Immersion Course
- 28-Feb.2 CAIB I Immersion Course

FEBRUARY 2008

- Jan.28-2 CAIB I Immersion Course
- 4-9 CAIB III Immersion Course
- 11 FOI Homestudy Exam
- 11 Seminar – Commercial General Liability
Winnipeg
- 11 Seminar – Business Interruption – Winnipeg
- 11 CAIB 3 Discussion Group begins - Winnipeg
- 12 Seminar – Personal Liability - Brandon
- 12 Seminar – Commercial General Liability Brandon

FEBRUARY 2008 (continued)

- 12 CAIB 2 Discussion Group begins - Winnipeg
- 13-15 Auto Broker Technical Course – Phase 3
- 13 CAIB/CPIB Exams
- 14 CAIB 2 Discussion Group begins – Winnipeg
- 15 IBAM Executive Meeting
- 20 CAIB 4 Discussion Group begins – Winnipeg
- 21 IBAM Board Meeting
- 21 Senior Insurance Executive Dinner
- 29 IBAM Executive Meeting
- 25-Mar.1 CAIB 2 Immersion

KIMBLEY SYSTEMS INC.

premium finance software

Full featured software empowering insurance brokers to successfully finance a book of business internally, with existing staff and IT infrastructure.

1448 Hillside Boul. - Boularderie, NS - B1Y 2V3
(902) 544-0951 - Fax (902) 484-6408
david.kimbley@ns.sympatico.ca
www.kimbleysystems.com

Call today to book a demonstration or acquire further information

Canada's #1 Premium Financing Company

**Why Tie Up your Client's Money
in Pre-Paid Insurance
Premiums?**



**Free Up their
cash flow with** **AIG**
Credit Corp.
Canada

- Customized solutions for all of your commercial premium finance needs
- Competitive rates and structures
- Web-based quoting & account information software
- Continuous contracts
- Flexible payment options include invoicing, post-dated cheques & automatic debit
-and much more

**For more information or to speak to
a representative, please contact us:**

- Toll Free: 800-710-4860
- Fax: 866-298-0284
- Email: vancouver@aigcredit.ca
- Web Site: www.aigcredit.ca

Toll Free: 1-800-710-4860

www.aigcredit.ca

TMB following brokerage growth

Over the last two years, *The Manitoba Broker* has been following and profiling the growth of brokerages through acquisition and merger.

<i>Activity</i>	<i>TMB Issue</i>
Ranger acquires Flanders	December 2007
Four Corners Merger (Tycoles & Ward)	March 2007
BSI acquires Loewen & Clearspring	March 2007
Coughlin acquires C.W. Pooles	December 2006
MIG acquires Patrick Insurance	September 2006

Major Manitoba Merger

RANGER INSURANCE BUYS FLANDERS INSURANCE

“We’re very pleased with how the two companies complimented one another... It is a perfect fit.”

In one of the biggest news stories coming out of the Manitoba insurance industry this year, Ranger Insurance has purchased all of the outstanding shares of Flanders Insurance Services Ltd., a leading Winnipeg brokerage specializing in commercial insurance, commercial programs and risk management. The deal became official on September 14. It brings together 85 employees at 9 brokerage sites (Ranger: 6 offices in Winnipeg and an office in Norway House; Flanders: 2 offices in Winnipeg).



(L-R) Nick Leitch and Kevin Neiles

TMB has reported in previous profiles of Ranger Insurance that Ranger was always looking to expand its operation, but only if a purchase proved to be a proper fit with the company's business philosophy. **Kevin Neiles**, President and CEO of Ranger took the lead in the recent negotiations. He says the fit with Flanders couldn't be better. "We're very pleased with how the two companies complimented one another," says Kevin. "It is a perfect fit. Flanders has a niche book of business that matches up with our book of business beautifully. As well, Flanders has a retail office on Henderson Highway, which is an area of Winnipeg that Ranger has been looking at very seriously for years."

Flanders CEO and President, **Nick Leitch** (who now becomes a shareholder and, as First Vice-President, joins the Ranger partnership team that includes Kevin, **Ken Feasey**, **Joe Poplawski**, **Scott Feasey**, **Darren Peters** and **Ken Hrabchak**) expands on the perfect fit of the two companies. He says, "We have so many things in common – business philosophies, moral standards, procedures, and so on. By uniting the two enterprises, we are creating new and exciting synergies."

Integration Team

Kevin initiated discussions with Nick in February and it quickly became evident to both how special this union could be. Once the deal was signed, an Integration Team was formed, made up of individuals from both brokerages. Ranger principal Ken Hrabchak chairs the team, which consists of **Cal Lorenz** and **Pat Moffit** of Flanders along with **Michelle Dudek** and **Darren Peters** from Ranger. The Integration Team is charged with the task of taking the best of both worlds and making the 'new world' even better, while keeping disruptions to a minimum. "We want to make the best use of people's talents and conform to their wishes wherever possible. There are many possibilities to be considered, such as employee movement and head office unification, but we don't want to rush into things," notes Kevin.

One of those possibilities to be considered is the new-look company's brand. Both Ranger (which was formed in 1983 and does business from BC to the Ontario-Quebec border) and Flanders are very well respected entities in the industry. This year, Flanders is celebrating 100 years in business and Nick admits, "I'd like to see the name continue."

"The company is going to continue looking for future acquisitions."

Kevin adds, "We would be wise to capitalize on the strength of both names."

The integration process kicks off on November 8 with a Ranger/Flanders social occasion.

Ideal situation

As the saying goes, 'timing is everything.' When Kevin initially approached him, Nick had been doing a lot of thinking about his future and that of Flanders Insurance. He tells TMB, "As a business owner approaches his senior years, there has to be thoughts of succession."

He adds, "Flanders has been an integral part of the Winnipeg business scene for a long time and I wanted that to continue. My employees are like family to me. Many have been with the company for a good number of years. I feel a tremendous amount of loyalty towards them and want them to feel secure. From a personal point of view, I'm 56-years-old. That isn't old and I'm not ready to retire, but I had to consider how I wanted to go about it when the time came, and I wanted to ensure that my family was taken care of in the event that something happened to me."

Nick says that being a partner in Ranger Insurance is a wonderful opportunity. "In a one-man ownership situation like I had with Flanders, I could call on the expertise of a marvelous management team, but when it came to a critical decision, I was the one that had to make that decision. I had 100% of the responsibility and as the company



Integration Team

continued to grow, that was becoming more and more of a burden.

"Now, as part of a management team, it is going to be a different process and one to which I'll have to adjust. That being said, when I look at the individuals who are partners in Ranger Insurance and look back on the meetings we have had to date, I foresee that process as being one of mutual cooperation and support."

Nick believes he can bring a lot to the management table as well. "I think Kevin and the rest are looking forward to picking my brain," he says with a chuckle. "Everyone has their strengths and I've been in this industry for awhile. I'm looking forward to contributing in whatever ways I can."

Kevin Neiles echoes Nick's sentiments. He says, "Nick brings tremendous knowledge and experience to our group and will be a great asset to Ranger, as will all the Flanders team members."

As far as future plans for Ranger Insurance, new First Vice-President Nick Leitch opines: "Ranger is now positioned as the premier insurance broker in Manitoba for commercial and personal lines. The company is going to continue looking for future acquisitions and I look forward to being involved with that!"

President and CEO Kevin Neiles concludes, "It is Ranger's commitment to continue to grow the organization in this fashion over the next number of years while maintaining our commitment to delivering the highest quality insurance and risk services to our clients." #



PAUL DAVIS SYSTEMS

Restoration Specialists

"WHEN MINUTES COUNT and QUALITY MATTERS"

- COMPLETE INSURANCE RESTORATION
- 24 HOUR EMERGENCY SERVICES
- CONTENTS CLEANING AND STORAGE
- WATER EXTRACTION AND DRYING
- DEHUMIDIFYING AND DEODORIZING
- SEWER & SEPTIC BACK-UP CLEAN-UP
- CERTIFIED MOULD REMEDIATION
- BREAK-IN REPAIRS & SITE SECURITY
- LOSS & DAMAGE CONTAINMENT
- IICRC CERTIFIED FIRM

(204) 586-1684
24 Hours



Tel: (204) 586-1684 ■ Fax: (204) 586-0147 ■ Toll Free: 1-888-276-5682

Lots of fun at the Young Broker Golf Day

Participants had a wonderful time at this year's Young Broker Golf Day, held September 14 at Morden's Minnewasta Golf & Country Club. Congratulations to the following winners.



Most Honest Team: Team Essex
(L-R) Paula Schaeffer, Melissa Gleich, Sarah Parent and Quinn Parent.



Tournament Champions: Tim Bromley, Drew Bayes and Jamie Casey.

YBC Chair Mario Reimer & Co-chair Katrina Hueging presented awards...



Winner of Longest Drive Contest – Male: Ross Cook



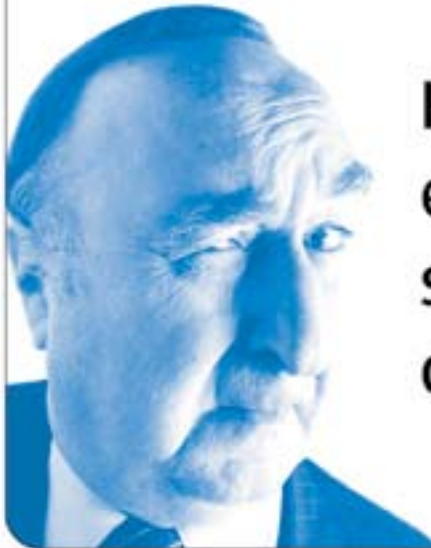
Winner of Longest Drive Contest – Female: Karen Bayes



Winner of Closest to the Pin Contest – Male: Nathan Mehling



Winner of Closest to the Pin Contest – Female: Wendy Shrimpton



Have you
ever heard
such a
claim?

All banks claim to offer financial services for small businesses. BMO Bank of Montreal[®], however, goes one step further and is the only financial institution to offer a comprehensive program developed for IBAM members. Giving value to your client list, we offer: • Acquisition Financing • Premium Financing • Succession Financing • Refinancing of Loans from Insurers • Employee Group Banking Plan.

To learn more about how our pre-arranged financial services program can meet your specific needs, call Wilf Trudeau, Account Manager, Insurance Brokers Services at 204 985-2783, contact us by email at segment.solutions@bmo.com or visit your local BMO Bank of Montreal branch.

A member of BMO Financial Group
© Registered trademark of Bank of Montreal.





8th Annual Young Broker Golf Day

Friday, September 14, 2007
Minnewasta Golf & Country Club, Morden, MB


SUPPORTER LIST

- Advance Electronics
- AVIVA Insurance
- Boiler Inspection & Insurance
- Caddy Shed
- CNA Canada
- ENCON Group Inc.
- First General Services
- James Dube Spraggs Adjusters
- Kernaghan Adjusters
- Manitoba Public Insurance
- Manitoba Blue Cross
- Peace Hills Insurance
- Portage Mutual Insurance
- Premiere Restoration Services
- Royal & Sun Alliance
- SCM Adjusters Canada
- SGI Canada
- Saskatchewan Mutual Insurance
- Shippam & Associates
- Wawanesa Mutual Insurance

RELIANT, CONSISTENT AND SECURE


With innovative insurance programs to serve the specialized needs of brokers and their clients. Meeting situations and requirements that change, season - to - season. Year - by - year.

Excellent Security



*Amusement Parks
Carnivals
Water Parks
Fairs
Special Events
Rodeos
Commercial Property
& Liability*

*Heritage Parks
Seed Cleaning Plants
Grain Handling Facilities
Hairdressers
Funeral Directors
Group Programs
Office Packages
Optometrists
Churches, including Directors
& Officers*



Grain Insurance and Guarantee Company

1240 One Lombard Place
Winnipeg, Manitoba R3B 0V9
Telephone (204)943-0721
Toll Free 1-800-665-3351
Fax (204)943-6419

www.graininsurance.com

YBC a leader provincially and nationally



It's hard to believe that IBAM's Young Broker Committee (YBC) has been in existence for 10 years. It seems like just yesterday when President-Elect **Gerry Corrigan** presented an idea to the board that was proving popular in the US at the time – involving young brokers in their own professional organization. As *TMB* quoted Gerry in its June 1999 issue, “Too often, talented young brokers feel intimidated sitting across the table from individuals who have been in the industry for 30 years. This allows them to get involved in Association business at their own speed with brokers their own age and experience.”

IBAM's YBC met for the first time on February 18, 1999. It started as a social group mixed with some future business plans because, says current YBC chair **Mario Reimer**, “That is how you first attract young people – show them a good time.” Mario's older brother **Anthony Reimer** was involved from the beginning and served as the committee's second chair after Gerry left the group to begin his term as IBAM President, so Mario is fully aware of the group's talent and potential.

While young brokers continue to support social functions in the industry, the group has evolved into an organization peopled by dedicated, hard-working professionals who put their career and their industry first. Young Broker Education Day has become one of IBAM's most important events of the year and YBC's commitment to volunteerism is the envy of the entire industry.

“One of YBC's primary goals is its charitable work,” Mario says. “By involving young brokers in the community, YBC helps its neighbours while giving all participants a wonderful, rewarding experience. There's nothing as fulfilling as providing a helping hand.” Whether it's raising funds at its annual Young Broker Golf Day (this year's recipient was Inner City Youth Alive), delivering Christmas hampers to the less fortunate (Mario welcomes all brokers to take part in this event, regardless of age), or donating blood (this year's blood drive will see the YBC officially registered as a donor group), IBAM's young brokers set the bar high.

Another YBC goal is to have a presence at IBAM events. Young brokers have been prominent at the Association's Annual Conference, even hosting all events on the Friday.

They have been prominent at political action events as well. “It's important,” points out Mario, “that our elected officials learn who we are and what we stand for.”

The YBC has taken a leadership role in recruiting new employees to the industry. Like many industries, insurance is suffering from a shortage of quality workers. Young brokers have been attending job fairs, career days and school events in an attempt to show young people what is available in the insurance field. “Students feel more comfortable approaching someone closer to their own age,” states Mario. “We get more heart-felt questions from attendees and can deliver the answers they are seeking.”

Manitoba's young brokers have been leaders on the national and international scene as well. Mario and YBC Past-Chair **Ryan Garriock** recently attended a joint meeting of Canada's National YBC and that group's counterpart from the US. “Manitoba had the first Young Brokers Committee in Canada and we are viewed as leaders,” states Mario. “Other groups are constantly asking us how we organized and dealt with roadblocks so that they don't have to re-invent the wheel. We're happy to give anyone the benefit of our experience.”

The YBC meets regularly with IBAM's Board of Directors and currently Board members **Peter Tessier** and **Nick Leitch** sit in on YBC meetings. The YBC budgeting process has also recently been finalized. “This was a huge step in our development,” says Mario. “It shows that the Board takes us seriously and wants to help us with our work and development. Our growth is reflected in the fact that our events such as Education Day and YBN Golf Day continue to outperform their predecessors in terms of attendance.”

Mario concluded that he is very proud to chair the YBC at this time in its history. “We are the future of the industry,” he says, “and we take that role very seriously. However, we want to do all we can to improve the present, as well.” In that regard, the YBC seems to be doing quite well. ♣

For more information on the YBC, contact Chair Mario Reimer at 453-0106 or co-chair **Katrina Hueging** at 988-5122.

OVER 50 YEARS OF QUALITY & SERVICE

56 Ellen Street,
Winnipeg, Manitoba, R3A 0Z7



YOU HELP US KEEP THEM COVERED AND TOGETHER WE ENSURE THEY'RE SECURE.

The Insurance Brokers Association of Canada, its member associations, and the 30,000 insurance brokers they represent, all extend their appreciation for your ongoing investment and continued support. We appreciate the importance you place on the broker distribution system. Ultimately, our mutual goal is to ensure Canadians receive and enjoy the appropriate coverage.

We take immense pride in knowing that brokers are valued for their knowledge, experience, and professionalism. We're equally as proud to represent some of the best insurers in the country. When we work with you, we strengthen the bond that exists between brokers, insurers, and Canadians. Our success is directly a result of our relationships – when we work together, we create a team of industry leaders.

Also recognized for its symbiotic relationship is the BIP logo and magenta blanket. The BIP blanket represents warmth, security, comfort and peace of mind when it comes to serving the needs of Canadians. We appreciate that this relationship mirrors our own and we'd like to graciously thank you for your support in our mutual pursuit of serving the needs of Canadians and for reassuring them that their *best insurance is an insurance broker.*

FULL PARTNERS



SUPPORTERS

MENNONITE MUTUAL FIRE INSURANCE COMPANY • PORTAGE MUTUAL INSURANCE • SGI CANADA
GORE MUTUAL INSURANCE COMPANY

PARTICIPANTS

GRAIN INSURANCE AND GUARANTEE COMPANY • LLOYD'S UNDERWRITERS • THE WAWANESA MUTUAL INSURANCE COMPANY



New building for Steinbach's King Insurance

Norma Hiebert, co-owner of King Insurance in Steinbach, sounds like a proud parent when she talks about the brokerage's new office building in the center of the southeastern Manitoba city. It's easy to understand why Norma and the King team are so excited about their new home – it is a state-of-the-art business office after all!

The new site is the culmination of a business evolution for both broker Norma Hiebert and King Insurance. Norma has been in the insurance industry since 1978. In 1996, she decided to take the plunge into ownership and teamed up with Ken and Bruce King to open up a branch office of Winnipeg-based King Insurance Agency Ltd. in her hometown of Steinbach.

At first, Norma worked out of her home. In short order, she moved the brokerage into a one-room office. Growing the business, Norma found the one-room too constricting for business and moved to larger space in downtown Steinbach's Victoria Plaza, enabling her to hire two part-time employees. Nine

years later, the business had grown to such an extent that the Victoria Plaza space was too small to accommodate the staff of six full-time and two part-time employees and their customers. The decision was made to build a new building across the street from the plaza and just recently, the brokerage moved into the new digs, and hosted a Grand Opening on September 20.

Open House

The new building is two-and-a-half times the size of the Victoria Plaza office. Located at the corner of Main Street and Highway 12 (Unit 1, 13 Brandt Street), the brokerage is in the centre of the city and offers customers ample parking. When driving into Steinbach, one has to drive right past the brokerage.

Norma said they hired an interior designer to produce a finished product that appeared warm, modern, and yet professional. The result is a beautiful space featuring plenty of natural light. The creamy yellow walls are accented with natural maple counters and

nutmeg-coloured trim. The concrete floor was painted green, then coated in epoxy for a stunning wet-look. White office furniture adds a lovely exclamation point to the new brokerage.

The working space has been divided into sit-down workstations, including five dedicated to Autopac. There is room for more workstations when the brokerage's growth demands it. (Norma has already added two more full-time employees since the move.)

Reviews are in and they are glowing! "The staff is very happy with the new place," noted Norma. "We were too cramped before and now everyone has plenty of elbow room." Insurance company reps that have visited are also highly impressed, offering "very good reviews" according to Norma.

The Grand Opening featured an official ribbon cutting by Steinbach's mayor and a prayer dedication from the local pastor. Refreshment and dainties were served throughout the day and visiting customers, insurance industry reps and other dignitaries were suitably impressed. ♣



Opposite page

Norma Hiebert and Bruce King in front of the new brokerage office.

This page (clockwise from top left)

Inviting front counter.

Norma Hiebert, proud co-owner.

The staff members of King Insurance – Steinbach enjoy their new workplace.

At the Grand Opening, staff and customers were impressed.



Stored *doesn't*
necessarily
mean Safe



Off the road doesn't mean out of harm's way. For vehicles in storage, fire, theft and vandalism remain real risks—even when they're in a locked building or a compound.

Autopac Lay-up protects! It provides comprehensive coverage, excluding collision and third party liability. No deductible applies on glass repair or if the vehicle is stolen. A \$100 deductible applies on any other claims.

Your customers can switch from road coverage to *Autopac Lay-up*, instantly. And they can apply any resulting credit towards the cost.

So, offer them a friendly reminder about *Autopac Lay-up* today.





The Broadfoot Fraser Agencies team:
(L-R) Shirley Merke, Laurel Lough, Jamie Madill and Don Kinley.

Brokerage owner **Don Kinley** informed *TMB* that his company's office building dates from 1896 when it was a harness shop. It then became a bank and then a law office. "I'm not sure when insurance was added to the mix," said Don, "but there is an agency certificate on the wall dating back to 1913 for **Dave Smith** and **John Broadfoot** under the company name of Smith & Broadfoot."

Don recalled back when he was young that **Ron Broadfoot** was the agency's broker, obviously a descendant of the original broker. In the 1970s, **Joe Fraser** joined the general insurance and real estate firm, and the name was changed to Broadfoot Fraser Agencies. Ron Broadfoot eventually retired and, in 1989, **Tom and Elaine Scott** bought the business from Joe Fraser. The Scotts proceeded to add a travel agency to the operation. In 1993, they bought the Amaranth insurance business from **Tom Thompson**, giving Broadfoot Fraser a second office.

Tom Scott passed away in 2002 and Don Kinley purchased the brokerage from Elaine Scott in 2003. He recently sold the Amaranth operation to **Grace Johnson**,

Broadfoot Fraser a cornerstone in Gladstone

who had been office manager since 1995. Currently, Broadfoot Fraser has three full-time staff (and is currently looking for a fourth) as well as one part-time employee who markets general insurance. The business also provides financial services to its customers as Don has his CFP designation; and the firm retains its presence as a travel agency, serving as a subagent for McPhail Travel in Carberry.

"Community involvement is important to the brokerage because it is important to give, whether it is time or money" stated Don. "When you give to the community, it always comes back."

He adds, "We are continually asked to give and our response is 'yes' as long as it is for the area and someone has to come in person. We do not respond to phone calls or mail-in requests."

Don said, from a personal standpoint, he has had to work hard to balance community involvement with his home life, explaining, "I have been on the rodeo committee since the CCA/MRCA event started in Gladstone eight years ago, co-chairing the committee for two years. I am



This insurance agency certificate for Smith & Broadfoot is from 1913.



The brokerage's building dates back to 1896.

“Community involvement is important to the brokerage because it is important to give, whether it is time or money. When you give to the community, it always comes back.”

currently vice-president (and past-president) of the Gladstone Chamber of Commerce. I was also junior coordinator for the Gladstone Golf Course for five years and volunteer at our church.”

The staff at Broadfoot Fraser share Don’s sense of community involvement. “It’s not a requirement when I hire someone, it’s just when you are looking to hire a ‘people-person’ to work in the service industry, it just comes with the package.”

During the weekend of August 11-12, the Town of Gladstone celebrated its 125 anniversary. Festivities included a Saturday parade. As expected, Broadfoot Fraser Agencies had a prominent position in the event. 🍷



Gladstone celebrated 125 years with a weekend of festivities that included a parade.

No matter what business you’re in, you need to get ENCON’s experience on your side.

ENCON Group Inc.
500 - 1400 Blair Place
Ottawa, Ontario
K1J 9B8
Telephone 613-786-2000
Facsimile 613-786-2001
Toll Free 800-267-6684

www.encon.ca



Get experience on your side.

We offer a wide range of specialty insurance programs

ENCON’s insurance programs are marketed through independent insurance agents and brokers.

Construction coverage for

- Architects & Engineers • Design/Build • Environmental Consultants • Landscape Architects • Land Surveyors
- Contractors • Builders Risk • Contractors CGL
- Wrap-Up • Storage Tank Pollution

Professional indemnity programs for

- Directors and Officers of Profit and Non-Profit Corporations • Combined E&O/D&O • Associations and Affinity Groups • Insurance Agents and Brokers
- Legal and Paralegal Professionals • Medical Practitioners • Miscellaneous E&O • Publishers and Printers E&O • IT Professionals • CGL

TOTTEN GROUP

I N S U R A N C E

| **ROCK SOLID** |



The merger of these three companies generates a highly motivated partnership of established and innovative insurance professionals providing competitive market access and niche products for brokers across Canada with the best service in the industry.

GROWING FOR THE FUTURE

1.888.868.8367

www.tottengroup.com

Health & Dental Plan Choices

- Basic Blue
- Medi-Blue
- Medi-Blue Deluxe
- Plus Plan
- Plus Plan Deluxe
- Gen X

Travel Plan Choices

- Per Diem Deluxe
- Annual Travel
- Trip Cancellation
- Tour Package
- Student Travel

Help your clients choose the plan that best meets their needs

© Registered licensee of the Canadian Association of Blue Cross Plans, an association of independent agents, licensed in Manitoba Blue Cross.

Marine Division:
Toll Free 1-888-645-8811
Fax (250)832-3222
Box 370
Salmon Arm, B.C. V1E 4N5

Property & Liability Division:
Toll Free 1-877-532-6864
Fax (604)532-6894
#200-20627 Fraser Hwy
Langley, B.C. V3A 4G4

FEATURED PROGRAMS:

- SPECIAL EVENT LIABILITY**
For short term events including liquor liability if needed;
- HOLE-IN-ONE**
- HARD TO PLACE HOMEOWNERS**
- BED & BREAKFAST PROGRAM**
- HIGH VALUE HOMEOWNERS PROGRAM**
- COMMERCIAL MARINE**
Rental/Charter/Tours, Boat Dealers
Marine Property & Liability
- ADVENTURE TOURISM LIABILITY**
For Recreation and Eco-Tourism
- COMMERCIAL PROPERTY &/OR LIABILITY**
- VACANT RISKS**
- MOTOR TRUCK CARGO**
- BUILDERS RISK**
- LIABILITY FACILITY - INCLUDING HOST LIQUOR**
- PLEASURECRAFT**
Pleasurecraft, PWC & Jet Boats

www.beacon724.com

PAL
INSURANCE BROKERS
Your Specialty Broker!

- HLL & Special Events Liability
- Exhibitor Liability
- Contents in Storage
- Weddinguard
- Event Cancellation
- ATM, VLT & Vending Machines
- Prize Indemnity - **NEW!**

Make sure your clients have their PAL at their next event.

For more information, give us a call.
Calgary Alberta - Head Office
Toll Free: 1-800-661-1608 Fax: 403-261-3903
Visit our website: www.palcanada.com

Succession and You



By Eric Walker, Cookson Walker Consulting and John Knotek, BMO Bank of Montreal®

Whether it is at your conference, an education session or broker social event, take a look around the room. It does not take a statistician to determine that the majority of principals are over 50-years-old. While the number may be somewhat acute now with the boomer influence, the reality is that at anytime in the last few decades, principals have been in the 'mature' group. Accordingly, brokerage succession has always been a relevant topic amongst industry participants with a belief that the mature group would look for the exit door as soon as they hit some magic age in their 50s.

But the reality is that many principals are really just hitting their stride in their 50s, with the brokerage likely having a lower debt level, an excellent team in place and everything running smoothly (as much as this is possible in an ever-changing industry). With everything so good, why would a member of this mature group bother planning for succession?

That is where the stigma lies with succession planning – it is too often equated with the actual exit from the brokerage, hence the reason many put off the process when an exit is not anticipated in the near future. A succession plan is not about the exit itself. Rather, it provides a detailed process leading up to an exit through which a principal prepares for the transition of responsibilities of each employee and for the transfer of ownership of their brokerage.

Ideally, a succession plan should be a part of the overall strategy for the brokerage and something that every principal should have in place from the moment they become an owner. After all, it is about planning for the brokerage's future after you are no longer there – whether the exit is a planned one or one brought on by an unexpected event.

“GET READY”

The hardest part most have with succession planning is actually getting started. This is human nature. With only so many hours in the day, we deal with pressing issues first and put off what we can until later. To help get started, it is useful to develop a succession plan in the context of achieving independence from the brokerage in three areas: management, ownership and financial.

The textbook succession case is where a principal gradually passes on their responsibilities to appropriate employees of the brokerage (management independence); sells at some point (ownership independence); and at a later point is not reliant upon the brokerage for a salary and the purchase price has been paid in full (financial independence). This establishes the framework for succession, with the more complex decisions such as choosing a buyer to be layered on over time.

In determining the timing of succession, personal goal planning is critical in answering such questions as “how much longer do I wish to be active in the brokerage?” and “when do I need to be financially independent from the brokerage?”

A big driver of the answers to these questions is whether projected income levels are sufficient to cover retirement expenses. For most principals, the primary source of income will come from the after tax proceeds from a brokerage sale with secondary income from sources such as existing investments, rental income and government plans.

If there is a gap between projected retirement expenses and projected income, then part of the succession planning process should focus in on closing this gap. It can be filled by a combination of reducing projected expenses, working longer in order to build up personal assets and maximizing the value of the brokerage. While principals probably have a good proxy value, getting professional advice can help with the valuation and value enhancement strategies in completing initial succession planning.

“GET SET”

Once the basic plan is in place, the next steps are to become sale ready on three fronts: management, operations and financial. Management readiness revolves around reducing the brokerage's dependency upon the principal. Part of reducing the dependency on the principal is passing on appropriate duties and responsibilities to employees. This has the effect of potentially creating internal successors as well as reducing the ownership transition risk if the brokerage is sold to an external buyer. Accordingly, an external buyer may assign a higher price to the brokerage or a financing provider may provide more funds if the principal's exit is expected to have negligible impact on the brokerage's performance. Moreover, reducing the dependency upon the principal has the added benefit that in the event of the principal's incapacitation or demise, employees could continue to operate the brokerage, thus preserving its value until it can be sold.

How the brokerage operates is also an important area to examine. A sale-ready brokerage will have clear policies and procedures in place that deal with underwriting, collections and service standards. Additionally, there will be written agreements in place for producers with respect to compensation, account ownership and appropriate non-solicitation agreements.

On the financial side, some benchmarking against industry standards is worthwhile to see how the brokerage ranks. If profitability, growth or other measures do not stand up there may be opportunities to improve the performance of the brokerage, which in turn aids in increasing value and attractiveness to buyers. Further, some financial cleanup may be in order, such as stripping out redundant assets (i.e., real estate or personal assets) to help ensure the performance of the brokerage is clearly evident to a buyer.

“GO”

This stage is about putting plans into action, with the largest action item being choosing a buyer. Choosing a buyer will come down to evaluating how well the buyer meets with the personal and corporate objectives of the principal. For instance, a principal may

favour a buyer looking to keep the brokerage intact after a sale and hence, is willing to receive less favourable terms for this benefit.

Another major consideration in the execution stage is timing. Brokerages do not operate in a vacuum and hence the number of buyers and stage of the insurance cycle can impact sale decisions. If the original value of a brokerage is not currently obtainable with a preferred buyer, then a principal may have to delay a sale, adjust retirement plans or pursue a different buyer.

A final component to the execution is the financing to facilitate a transaction. From a historical perspective, the availability of funds for buyout financing has varied with prevailing market conditions. In times of solid economic activity, financing is readily available. When a weaker economy arises, some financing providers withdraw from the market and consequently funding for buyouts may be more restricted and reliant upon vendors or buyers. Regardless, a well thought out succession plan will allow a buyer to more easily obtain the financing needed to purchase through reducing the ownership transition risk. In determining an appropriate financing structure, it is important for buyers and principals alike to consult with their respective accountant, lawyer and banker prior to entering into any agreement.

Developing a succession plan is daunting at first, but like any large project it should be approached in segments and be flexible enough to adapt to changing conditions. Don't expect to develop an all-encompassing succession plan in a weekend. But a weekend is probably all it takes to at least roughly map out a personal and corporate plan of what is important to you and your brokerage. How much do you need to retire? When is a preferred time to leave? Doing nothing is an option, but doing something with your succession plan creates stability: employees and markets alike take comfort in knowing where the brokerage is headed; any potential ownership transition should go smoother for buyers and customers and; ultimately provides principals and their families with greater financial security. ♣

® Registered trade-mark of Bank of Montreal



It takes a team.

Quality products and affordable prices – at SGI CANADA we take pride in these commitments to our customers. To deliver on these promises, we depend on our network of independent Manitoba brokers.

Together we have built a reputation for providing top-notch service.

Teamwork - it's paving the road to success.

SGI CANADA 
www.sgicanada.ca/mb



Trans Canada Insurance Marketing Inc.

Thank you for helping us and for allowing us to help you

MGA's and Insurance Wholesalers

Market Support and Authority

- ❖ Agricultural / Livestock
- ❖ Building Owners
- ❖ Capacity
- ❖ D&O / E&O
- ❖ Hard to Place Property & Liability
- ❖ Interesting and Challenging Risks
- ❖ Manufacturing
- ❖ Agrologists
- ❖ Retail
- ❖ Restaurants
- ❖ Subscriptions
- ❖ U.S. Sales
- ❖ Vacant / Unoccupied
- ❖ Wholesalers
- ❖ Program
- ❖ Sexual Misconduct and Molestation Liability

We have wonderful clients and a great team

www.tcim.ca Fax: 204-925-8279

Remi Pajot	rpajot@tcim.ca	Ph: 204-925-8274
Bill deJong	bdejong@tcim.ca	Ph: 204-925-8261
Jim Robinson	jrobinson@tcim.ca	Ph: 204-925-8260
Jean Fontaine	jfontaine@tcim.ca	Ph: 204-925-8271

INSPIRED. HISTORIC.



Ranger Insurance Acquires 100-year-old Flanders Insurance Services.

"Our acquisition of Flanders Insurance Services positions Ranger Insurance as Manitoba's leading provider of commercial insurance and risk services." - Kevin Neiles, President and CEO of Ranger Insurance.



(204) 925-8550 www.rangerinsurance.ca



Coughlin Insurance Grand Opening

On October 12, Coughlin Insurance at 1610 Kenaston Blvd. celebrated its Grand Opening. (L-R) Donna Komishon, Brian Coughlin, Bob Coughlin and Ken Coughlin. Watch for more on this exciting event in the next issue of *TMB*.

Seeking a Brokerage

Reider Insurance is looking to purchase an insurance brokerage. Interested parties are asked to please call Ronald Reider at 284-5142.



Broker Choice – Customer Value

Since 1949, Group Medical Services has been the insurance brokers' health and travel choice with flexible plans, professional, personal service and outstanding customer value.

With GMS in your insurance mix you'll build healthier customer relationships, *and your business.*

Health, Travel and Group Benefit Plans

- Individual Health with Drug and Dental
- Daily and Annual Travel Medical Insurance
- Trip Cancellation & Interruption, Baggage
- Visitors & Immigrants to Canada Medical
- Group Health, Drug, Dental, Life & Disability



Group Medical Services

1-800-667-3699 • www.gms.ca

Group Medical Services is the operating name for GMS Insurance Inc.



Huntington's Indy Go-Kart Challenge

Reider Insurance was, once again, front and center at the Indy Go-Kart Challenge on September 9, sponsoring two teams. This exciting event runs on the same day across the nation and has proven to be an excellent fund-raiser for The Huntington's Society of Canada.

Huntington Disease (HD) is a hereditary brain disorder with devastating effects on both the mind and the body. While there is no cure, these are heady days for families who have members suffering from the affliction. In 2006, Canadian researcher **Dr. Michael Hayden** actually cured a mouse suffering from HD. Now, other organizations dedicated to raising research funds for similar nerve/brain disorders (e.g., Parkinson's disease) have thrown their weight behind HD research in hopes that the recent success will have a domino effect in other maladies.

Learn more about Reider Insurance's dedication to help fight HD in the next issue of *TMB* under our "In the Community" banner

YBN Team nabs league honours

The Insurance Baseball League completed a fun-filled, competitive season with its wind-up tournament on August 25. Winners of the "A" side were YBN Young Guns, while MPI took home "B" side honours. Congratulations to the victors and to all who participated.



IBAM South

In March of this year, while the rest of us were trying to shake the effects of a long winter, a group of fun-loving individuals with close ties to IBAM were seen basking in the sun at **Reg and Donna Wyatt's** RV park in Weslaco, Texas. This august group, which included brokers, IBAM Past Presidents, and the Association's former Executive Director, got together for afternoon cocktails prior to going out for an evening dinner.

(L-R) Bill Cuistar, Jim and Donna Schmall, Emile and Marg Pilotte, Stan and Lynne Ward, Reg and Donna Wyatt, Sharon and Ron Vandenbosch, and Roz and Bill O'Brien.





Recruitment an IBAM goal

One of IBAM's major goals this year is the recruitment of new people into the industry. On August 28, IBAM's **Rosemary Poleshuk** and **Keris Dick** of McMillan Insurance did an excellent job of promoting the insurance industry to attendees at a career fair sponsored by the Employment Projects of Winnipeg. Well done, Rosemary and Keris!



*"The Higher Standard"
For Restoration*

STEAMATIC OF WINNIPEG / PRIORITY RESTORATION

- 24 Hr Emergency Service
- Full Pack-Out Service
- State of the art plant
- 45,000 sq ft warehouse
- Document Freeze-Drying
- Content cleaning and restoration
- Electronics restoration
- Ultrasonic cleaning

- IICRC certified in Fire, Water and Mould Remediation
- Complete Residential and Commercial Building Restoration



786-3344

225 McPhillips St., Winnipeg, MB
info@priorityrestoration.com



www.steamaticwinnipeg.com

Loss Of Use Made Easy.

If your customer needs a rental car after an accident or theft, pick Enterprise and experience the difference.

- Great selection of newer vehicles
- Direct bill MPI
- Free pick-up from home, office or repair shop
- 18 convenient locations throughout Manitoba



enterprise.com • 1 800 rent-a-car

Pick-up is subject to geographic and other restrictions.



Just dial 1 800 rent-a-car.



Industry loses a leader

On October 6, 2007 the broker community was saddened by the sudden passing of Lois Fedak. Lois was a friend of IBAM and of insurance brokers in Manitoba. Our heartfelt sympathies go out to Lois's family, her colleagues and friends at the Insurance Council and to friends of Lois within and outside of the industry.



Holiday Greetings from Crawford

In lieu of a holiday card, Crawford & Company (Canada) Inc. has made a donation on behalf of its clients and employees to Crawford Cares, benefitting The Women in Insurance Cancer Crusade (WICC). Since its inception, Crawford Cares has raised over \$150,000 for this very worthy cause.

All of us at Crawford thank you for your support and wish you a joyous holiday season!



MAIP event a success

The annual MAIP Wine & Cheese, held on October 11 at the Delta Winnipeg was, once again, a successful industry event. Congratulations to the organizers.



**JAMES
DUBÉ
SPRAGGS**
ADJUSTERS LTD.

MAIN OFFICE

Dave Dubé, Manager
207 - 675 Pembina Highway
Winnipeg, MB R3M 2L6
Phone: (204) 985-1200
Fax: (204) 475-0221
E-mail: jdsadj@mts.net

BRANCH OFFICE

Gary Pilloud, Manager
7A - 2010 Currie Blvd.
Brandon, MB R7B 4E7
Phone: (204) 728-6126
Fax: (204) 728-6044
E-mail: jdsbdn@mts.net

Your small business customers want a quote **ASAP.**

That "P" just got a whole lot faster.

Introducing Accel from ING Insurance – the fastest way to get a quote for your small business clients. We understand that you know what kind of protection your clients need. That's why we've created a dedicated team of professionals who will help them get that protection as quickly as possible - often in less than 4 hours. To reach the Accel team, simply click, call or fax us. We're standing by, ready to help you.



Winnipeg
accel.winnipeg@ingcanada.com
☎ 204 944 2409 or 1 866 944 2409
☒ 204 943 4667

ING 
INSURANCE

Reach our Advertisers

Company	Page	Phone	Website
Advance Electronics	39	204-786-6541	www.advance.mb.ca
AIG Credit Corp.	15	416-596-3926	www.aigcredit.ca
Aurora Underwriting Services Inc.	11	866-328-1314	www.auroraunderwriting.com
Bank of Montreal	19	416-927-5973	www.bmo.com
Beacon Underwriting	29	888-645-8811	www.beacon724.com
Belfor	8	204-774-8186	www.belfor.com
Broadfoot Fraser Agencies	9	204-385-2212	
Canada Worldwide Underwriting Agencies	4	403-263-4666	www.canadaworldwide.ca
Crawford and Company	36	416-364-6341	www.crawfordandcompany.ca
Encon Group Inc.	27	613-786-2224	www.encon.ca
Enterprise Rent-A-Car	35	204-478-7800	www.enterprise.com
G. Woodward Restoration Services Ltd.	6	204-783-6266	
Grain Insurance & Guarantee	20	204-943-0721	www.graininsurance.com
Group Medical Services	33	204-489-9140	www.gms.ca
Guarantee Co. of North America	11	416-223-9580	www.gcna.com
Informco	7	416-285-1700	www.informco.com
ING Insurance Co.	37	204-944-7350	www.ingcanada.com
James Dube Spraggs Adjusters Ltd.	36	204-985-1200	
Kimbley Systems	15	902-544-0951	www.kimbleysystems.com
Manitoba Blue Cross	29	204-775-0161	www.mb.bluecross.ca
Manitoba Public Insurance	25	204-945-8097	www.mpi.mb.ca
Pal Insurance Brokers	29	800-265-8098	www.palcanada.com
Paul Davis Systems	17	204-586-1684	www.pds.ca
Portage Mutual Insurance	3	800-567-7721	www.portagemutual.com
Premiere Disaster Kleenup	14	204-783-9086	www.premieredkc.ca
Priority Restoration	35	204-786-3344	www.steamticwinnipeg.com
Ranger Insurance	32	204-925-8550	www.rangerinsurance.ca
Saskatchewan Mutual Insurance	13	306-653-4232	www.saskatchewanmutual.com
SGI Canada	31	306-751-1674	www.sgicanada.ca
South Western Group	14	416-620-6604	www.swigins.com
Sovereign General Insurance	38	204-982-1287	www.sovereigngeneral.com
Swiss RE	40	416-217-5550	www.swissre.com
Totten Insurance Group	28	519-668-6111	www.tottengroup.com
Trans Canada Insurance Marketing Inc.	31	204-925-8276	www.tcim.ca
Winnipeg Furniture Services	21	204-942-3511	www.wpg.bldg.com
Wyatt Insurance & Financial Services	2	204-222-3221	www.wyatt.ca



Phone: 204-982-1260 Fax: 204-947-3170

EXEMPLARI
Service

- 👑 Quality
- 👑 Strategy
- 👑 Experience

**Committed to serving
Independent Insurance Brokers
in Manitoba.**

www.sovereigngeneral.com

Suite 1009, 201 Portage Avenue, Winnipeg, MB R3B 3K6



Insurance replacement made easy.



A Division of Advance Electronics
specializing in insurance replacements
for Consumer & Commercial electronics.



our staff The Advance sales staff is dedicated to providing **accurate information** and **hands-on demonstrations** of the very latest in electronics.

our service **Advance Technical Services.** Advance's own winnipeg-based service facility offers "Advance customers" priority service.
In-Shop • In-Home • On-Site

our support Advance includes **prompt Delivery & Setup** anywhere in the city with your purchase. We ensure all components are correctly connected for optimum performance.



Joe Smeets
Insurance Claims
jsmeets@advance.mb.ca



Chris Andow
Insurance Claims
candow@advance.mb.ca



Jason Neiser
Technical Service
jneiser@advance.mb.ca

Providing the Insurance Industry with a high level of **expertise, value** and **customer service.**
Prompt, Accurate, Competitive Quotes.
We're easy to reach. Call us at 786-6541



We cover errors
and omissions in
10 provinces,
3 territories,
6 time zones and
2 languages.

Commercial Insurance: Professional Liability

Swiss Re is Canada's largest provider of Insurance Agents and Brokers' E&O coverage. We insure the majority of all licensed insurance agents/brokers in Canada. For over 40 years, we have provided security to Canadian Insurance Agents and Brokers. No one has more experience or is as committed to responding quickly and consistently to your needs. Ten provincial insurance broker associations across Canada endorse us. Here's why: broad coverage, local underwriting and claims managed in Toronto, defense by lawyers experienced in handling suits against agents and brokers, loss control services and tips.

Swiss Re's Commercial Insurance protects insureds with specialized needs in niche markets in the US and Canada. Products include property and casualty insurance, professional liability insurance, excess medical expense and risk management services. Swiss Re's Commercial Insurance has served the primary insurance community since 1908 and is committed to providing service, creative solutions and security for its clients.

Endorsed by:



P: 800-204-6649
P: 204-488-1857
F: 204-489-0316
www.iam.mb.ca
205-530 Karleton Boulevard Winnipeg,
Manitoba R3N 1Z4

Expertise you can build on. **Swiss Re**



Insurance Agents and Brokers' E&O coverage is underwritten by Employers Reinsurance Corporation, a member of the Swiss Re Group. All policies are individually underwritten. Coverages described are subject to policy terms. © 2008 Swiss Reinsurance Company