



Compliance Days – workshop discussion

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What you need to be aware of

1. Contracting – making it a smooth process
 - New ASQ requirements
 - Be prepared
 - Transparency required
2. LIRD process
3. Compliance website re-organization

1. Contracting: Completing the ASQ

-Q#33 – Have you ever been disciplined by a regulator in any sector of the financial services industry?

-Q#35 - Have you ever been terminated or resigned, or had any contracts cancelled which you held with any financial services company because you were accused of violating insurance or investment related statutes, regulations, rules, or industry standards of business conduct?

Completing the ASQ

-Q# 43 & 44 - Be prepared to provide your disclosure template for conflicts of interest and a description of your needs-based sales process

-Provide details of outside business activities (OBAs), including volunteering, part-time work, etc.

Advisor Disclosure's 7 elements -

1. Licensed held and jurisdictions licensed in
2. Company(ies) the advisor represents
3. Nature of the relationship with the company(ies) represented
4. How the advisor is compensated
5. Eligibility for additional compensation (cash or non-monetary, such as travel incentives) based on other factors (ie volume of business placed in specific period of time)
6. Conflicts of interest
7. Consumer's right to ask for more information

2. Life Insurance Replacement Declaration

-Or LIRD

-You're required to document and review with the client – prior to completing the application:

- the LIRD, and depending on the jurisdiction,
- explanatory notes (reason for the replacement; your 'reason why' letter for recommending replacing coverage)

Life Insurance Replacement Declaration

Do not cancel your existing policy until the new policy is in force and you accept it. Before you cancel your life insurance policy you should have answers to the questions below. Ask any insurance agent or broker, or an independent person, for help if you need it.

Questions about your present life insurance policy

1. Why do you want to replace your policy? Is the new policy better for you? How?
2. Should you just buy more insurance or change your policy? How much will these changes cost?

REASONS FOR REPLACEMENT – NEW INSURER ONLY

Name: _____

Insurance company: _____

Policy Number/Application number: _____

The policy you now have does not meet your needs because:

Province	Client	New Insurer	Existing Insurer	Reference
Alberta	LIRD & EXP			Alberta Reg 127/2001 s. 5
British Columbia	LIRD & EXP			B.C. Reg 327/90 s. 3
Manitoba	LIRD & EXP	LIRD		Insurance Council
New Brunswick	LIRD & EXP			NB Ins Act s. 369.1 (f)
Nfld & Lab	LIRD & EXP	LIRD & EXP	LIRD	N&L Reg 989/96 s. 74
Northwest Territories	Optional			Not applicable
Nunavut	Optional			Not applicable
Nova Scotia	LIRD & EXP			NS Ins Act s. 44
Ontario	LIRD & EXP	LIRD & EXP	LIRD	Ontario Reg 674/1990 s. 2, 2.1
PEI	LIRD & EXP			PEI Ins Act

BridgeForce website 2.0

Compliance Program

Get Compliant in 3 Easy Steps:

1. [Setting up your practice](#)
2. [Getting ready to sell](#)
3. [Practice management](#)

Compliance Program -> Setting up your practice

Topics

1. BFG Advisor code of conduct
2. Licensing and Errors & Omissions (E&O) insurance
3. Anti-money laundering / anti-terrorist financing
4. Privacy & record retention & privacy breach procedure
5. Do not call list (DNCL) and telemarketing rules
6. Canadian anti-spam legislation (CASL)
7. How to represent yourself to the public
8. Advertising
9. Firms (Quebec only)

Obligations

This Code of Conduct sets out the standards to which we expect our Associate General Agents and brokers (collectively “Advisors”) to adhere in their dealings with customers in representing insurers. The Code supplements and reinforces but does not replace industry association, provincial regulatory and insurer codes of conduct to which you may already be subject and forms part of the contract between the Advisor and the insurer.

Background reading

- [Advisor Market Conduct](#)
 - [Canada Life Compliance: Know Your Obligations](#)
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Forms, tools & templates

- [Advisor Code of Conduct](#)

Step 2 – Getting ready to sell

Compliance Program

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1. [Setting up your practice](#)
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3. [Practice management](#)

Compliance Program -> Getting ready to sell

Topics

1. Needs-based sales practices and advisor disclosure
2. Replacements
3. Product descriptions
4. Sales illustrations
5. Prohibited practices and prohibited trading practices
6. FATCA / CRS
7. Client files

Step 3 – Practice management

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Compliance Program -> Practice management

Topics

1. Continuing Education (CE) requirements
2. Handling client concerns and complaints
3. Policy delivery receipts
4. Life and investment application checklist
5. New advisor / trainee supervision
6. Compliance calendar items and annual checklist

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Forms & Tools



FAQ

Questions?