

MIABC BOARD HIGHLIGHTS

WINTER 2017



Election of New Board Chair

The Board of Directors has elected Charles Hamilton as its new Chair. Mr. Hamilton takes over from Mayor Teunis Westbroek, who has served in this role since 2011. The MIABC thanks Mayor Westbroek for his long service as Chair. Over the last seven years, Mayor Westbroek has proven himself a committed and passionate advocate for the MIABC, leading our organization through an era of transformation and growth.

Business Plan for 2018

At November's Board Meeting, the MIABC's CEO, Tom Barnes, presented the MIABC's 2018 Business Plan. Some of the objectives for 2018 include:

- Recruiting an Office Administrator and an Insurance Analyst & Marketer;
- Conducting a retreat for those serving on the MIABC's Member Advisory Groups; and
- Reviewing the MIABC's governance policies and practices arising out of recommendations made during a routine review carried out by the Financial Institutions Commission (FICOM) this year.

The MIABC Receives License from FICOM

The MIABC's regulator, FICOM, has issued a permit to the MIABC for the current year. The classes of insurance the MIABC is authorized to offer have been expanded to include extensions of coverage voted on by the members at the Annual General



Meeting (AGM), including insurance for unmanned aerial vehicle systems (i.e., drones).

In accordance with the resolutions passed at the AGM, effective January 2018 the MIABC's Liability Protection Agreement will extend to claims arising from:

- The use of drones, up to a sublimit of \$2 million;
- Water infiltration, up to a sublimit of \$2 million; and
- Directors & officers liability, up to a sublimit of \$5 million.

Service Evaluations Expanded and Revamped

In an effort to foster dialogue with members and maintain quality control, the Claims Department has revamped its Service Evaluation Surveys. As a result of recommendations from the Claims Member Advisory Group, the new surveys

are designed to be reasonably quick, customized, and to encourage meaningful feedback. The surveys will be sent only upon the closure of claim files where an indemnity payment was made in excess of \$1,000 and adjusting or legal expenses were incurred. Surveys may be sent on other files at the discretion of the claims examiner.

Beginning in 2018, the Member Services Department and the Insurance Department will launch an annual service evaluation program to solicit feedback on service provided by the MIABC outside of specific claims. The surveys will take no more than 5 to 10 minutes and will address both quality of service and member awareness of the MIABC's menu of services. Members will also have the option of requesting a short telephone call instead. Overall, the goal is to ensure the MIABC is meeting its service standards in the areas of timeliness, quality, and approachability. Member contacts can expect to receive an email with a link to the survey in February 2018.

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MIABC

BOARD MEMBER PROFILE

In this section of Board Meeting Highlights, we turn the spotlight on the individuals who serve on the MIABC's Board.



CHARLES HAMILTON

Chief Administrative Officer,
Columbia Shuswap Regional District

This month, the MIABC's Board of Directors elected Charles Hamilton as its new Chair. As the MIABC's longest-standing director, Mr. Hamilton brings considerable experience and knowledge to the role. He has sat on the Board since 1994. He chaired the Claims Committee from 2009 to present, the Governance Committee from 2006 to 2009, and the Finance Committee from 2001 to 2006.

Speaking from his office in Salmon Arm, Mr. Hamilton advised that his plan as Chair is simple: stay the course. He explained:

"I have no transformative vision, as the MIABC is not in need of one. We are already on the right path, and I will continue to focus on our strategic goals, including stable and predictable premiums for our members. As the MIABC enters its fourth decade of operation, I believe a focus on member retention will be important, particularly given increasing competition in the private marketplace. Overall, I hope to follow in the excellent leadership shown by our organization's previous Chairs."

Mr. Hamilton has held the position of Chief Administrative Officer for the Columbia Shuswap Regional District since 2008. Before that, he was the City Manager for the City of Quesnel. A graduate of the University of British Columbia and Queen's University, Mr. Hamilton holds a Bachelor of Arts Degree and a Master's Degree in Public Administration.

Mr. Hamilton lives in Salmon Arm with his partner, Sherrie. He has two children who are both now in university. In his spare time he is an avid traveller and aspiring chef (at least in his own mind).