SUPERINTENDENT OF INSURANCE NOTICE

NOTICE NUMBER: 09-2019

TITLE: Insurance Regulatory Amendments

DATE: October 10, 2019

PURPOSE

The purpose of this Notice is to advise the insurance industry, insurance professionals and Albertans of the following regulatory amendments:

- The Insurance Agents and Adjusters Regulation has been amended to allow the General Insurance Council to consider equivalences to qualification examinations for general insurance agents.

- The Fair Practices Regulation has been amended to remove the exceptions to electronic insurance transactions, which allows insurers to conduct insurance transactions electronically, providing the consumer gives prior consent.

BACKGROUND

Insurance Agents and Adjusters Regulation

The Insurance Agents and Adjusters Regulation sets out the educational and examination requirements for insurance agents and adjusters in Alberta.

The General Insurance Council is responsible for the licensing and discipline of general insurance agents operating in Alberta.

Permitting equivalencies aligns Alberta with other Canadian jurisdictions. Additionally, it enhances labour mobility and allows for another avenue for becoming licensed in Alberta, while still ensuring general insurance agents possess relevant and current knowledge to ensure consumer protection.

The General Insurance Council will only accept equivalencies that ensure general insurance agents are knowledgeable and competent in providing insurance services to Albertans. The regulation requires applicants for Level One and Level Two licenses to complete at least one course within 12 months of an application.
Fair Practices Regulation

Previously, Section 5.4 of the Fair Practices Regulation limited the ability to complete some insurance transactions electronically, requiring insurers to deliver documents in paper form and/or by recorded mail.

The Fair Practices Regulation has been amended to remove exceptions to electronic insurance transactions, provided a consumer consents to doing business with an insurer electronically.

This amendment allows insurers to modernize their processes and facilitates communication between insurers and their customers.

Insurers are expected to continue to treat customers in a fair manner, as well as ensure communications are actually received and understood by consumers.

If you have any questions regarding this Notice please contact my office at (780) 643-2237 or tbf.insurance@gov.ab.ca.

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Darren Hedley
Superintendent of Insurance