

Le CyberJournal

A publication from la Société des FLMI de Montréal

TABLE OF CONTENT

From the editor	1
Board of directors 2004	1
Société des FLMI <i>A word from the president</i>	2
Course LOMA 311 <i>A rule of universal law?</i>	3
Education <i>New courses for the Fall</i>	4
Awards <i>LOMA OSA Awards</i>	4
Activities <i>Psychological harassment in the workplace</i>	4
Column <i>Travel Insurance, don't leave home without it</i>	5
Readers' Forum <i>Let us hear from you</i>	5

FROM THE EDITOR

As of this day, not a single comment has been received concerning this new presentation of your Newsletter. Whether you like it or not, please let us know.

Please note:

Be sure to read the 'Word from the President' on page 2. One of the subjects mentioned is the name change of our Society.

The complete list of the members of our Board of Directors is published in this issue.

Our column 'Professions in the World of Life Insurance' will be back in September.

Have a great summer!



BOARD OF DIRECTORS 2004

Mireille Beauchemin, FLMI, ACS, AIAA	President
Johanne Buda-Ferland, FLMI, ACS, AIAA, HIA, ALHC	Acting President
Jean Moreau, FLMI, ACS, AVA	Vice-president
Ginette Bragdon, FLMI, ACS, AIAA	Treasurer
Élise Deshaies, FLMI, ACS, AIAA	Secretary
Émilie Lemme, FLMI, ACS	Director, Membership renewal
Denis Gagné, FLMI, ACS	Director, Education
Diane Masse, B.A., FLMI	Director, Communications
Denis Lyonnais, FLMI, ACS	Director, Public Relations
Bernard Brun, FLMI, ACS, ARA	Director, Special projects
Louise Lalonde, FLMI, ACS, AIAA	LOMA Committee representative

This Newsletter is published four times a year by la Société des FLMI de Montréal. All rights reserved.

Editor : Diane Masse

Collaboration
Nicole Lachance

Translation : Armand Picard

To reach us, please write at the following address :

journal@flmi-montreal.ca

A WORD FROM THE PRESIDENT

At last, Summer! To me, this means vacation time, rest, a pause to take stock, and of course planning the activities of the coming months. Like you and me, members of the Board will also be taking well earned vacations. Reading the following will prove to you that they were not idle during the past year. Before going on holidays, I would like to pay tribute to them.

It was with great pleasure that at the beginning of the year, the board welcomed three new members, Bernard Brun, Elise Deshaies and Jean Moreau, as well as three new sub-committee members, José Caron, Diane Machika and Viviane Proulx. Finally, new blood to revitalize our committees! Congratulations and a sincere thank you to these new members who did not hesitate to become involved and share their experience with us.

At LOMA's request, all FLMI Societies will henceforth be known as LOMA Societies. During the past years, our industry has become much diversified. The introduction of new designations such as ACS, AIAA and Fellow Financial Services Institute (FFSI) has rendered the name FLMI Society obsolete. The board of directors has also recruited Bernard Brun to the new position of Director, Special Projects. He will work on this project in collaboration with Louise Lalonde, our Educational representative

Our committees at work

Our conferences committee, headed by Denis Lyonnais, was very successful with its presentation of the conference on suicide. In order to follow-up on your comments, the next activities will take place in site that is more accessible to all. Your suggestions are always much appreciated. You may write to your bulletin's editor or to the sub-committee members.

Joanne Buda-Ferland, director of Community Service activities is working on a completely new formula for community activities this year. Watch for the next issue of your Cyber-journal.

Aside from the name change, Louise Lalonde prepares the necessary documents for the presentation of the case files for the Outstanding Society Awards. Each presentation requires many hours of work. Thanks to Louise, The FLMI Society of Montreal is very well known and has been recognized many times in different areas. For more details on this subject, read Louise's article on page 4.

The Education committee headed by Denis Gagné has been working relentlessly, inciting members of our industry to increase their knowledge through

continued education provided by our society. This year, new correspondence courses in English and French will be added to the ones already available. Visit our Web site www.flmi-montreal.ca. To learn more on this subject, refer to Denis' article on page 4.

Emilia Lemme is the one responsible for our Membership committee. With her assistant, she relentlessly explores new means to contact you. Thanks to their initiative, the membership form has been redesigned in order to incorporate your suggestions. It is still time to renew your membership, if you have not already done so.

Your cybernewsletter has been given a facelift. The newsletter's team, headed by Diane Masse has worked very hard to create this new image. The newspaper is to be a privileged link between the Society, and YOU, our precious members. The Team has not counted its hours in making sure that you receive quality information a quality newspaper. Your satisfaction is their only reward. From time to time, let them know that you appreciate their efforts. Your comments will always be welcome.

Some of our members work in the wings and are seldom recognized. Ginette Bragdon, treasurer, Elise Deshaies, secretary, Jean Moreau who acts as intermediary between the Society and CLINFO, or website provider. All these tasks are very important, and I wish to thank each and everyone for the indispensable work accomplished for the Society.

The success of your Society is the result of TEAMWORK. I take this opportunity to thank all members of this wonderful Team and all members of the different committees. Many, many thanks to Denis Lyonnais, Denis Gagné, Louise, Bernard, Joanne, Emilia, Diane, Ginette, Elise and Jean without whom it would have been impossible to accept this challenge and revitalize the FLMI Society of Montreal.

If you wish to become one of our indispensable committee members, do not hesitate to let us know. Whatever time you can devote to your Society will be put to good use. Think about it during the summer.

To one and all, enjoy your summer!

Mireille Beauchemin, président
FLMI Society of Montréal

A RULE OF UNIVERSAL LAW?

Recently, I was asked by LOMA to evaluate the new book "Business Law for Financial Services Professionals" in order to find out if it was appropriate to the needs of Canadian students.

I was then informed that this book would become the universal reference book for the new LOMA 311 course specifying it would be used world wide. It was also necessary to evaluate this text as a possible replacement of LOMA 315: Legal Aspects of Life Insurance (Canada).

If it is true that this book adopts an approach more focussed on business law and offers a more International dimension, the thought of having a book to be used world-wide to initiate people in the Insurance industry seemed to me, a bit audacious.

Indeed, for better or for worse, there is no universal legal system. The legal system in place in a Country or State is determined by that Country or State. It is the most fundamental practice or right of its sovereignty. We can therefore say that the legal systems applicable in sovereign countries can vary substantially from one country to another, even if we note common tendencies among many of them.

As for Canada, it is a Federal State, and within the Canadian system, insurance in an activity sector where the legislative competence is attributed to the provinces. Therefore, there are provincial rules in the matter of the commerce of insurance in addition to provincial and federal rules pertaining to corporate structures. It must also be noted that Canada is not alone in this situation which exists elsewhere, notably, our American neighbours.

Moreover, insurance law in Canada must consider provincial systems inspired by different sources, i.e. the Civil Code in Quebec and Common Law in the other provinces. The specificity of rules that apply in matters of insurance is therefore dependant upon the jurisdiction in which they are applied.

Unfortunately, an introductory text of law in the matter of financial services cannot adequately grapple with these subtleties of law in adopting a world and uniform approach. A reading of the text submitted has confirmed this fear in as much as greater accent is placed upon the rules of American institutions.

In such a situation, we therefore cannot subscribe to the use of a book to be used world-wide for the teaching of business law to the professionals of financial services. Even worse, we estimate that presenting law in this angle of vision is a danger for our Canadian students searching for an introduction to the rules and regulations applicable to insurance industry.

Having a simple and universal tool for the teachings of LOMA is praiseworthy and even desirable, but it would not reach the goal of education in the matters of Canadian law. We have therefore expressed our opinion that "Business Law for Financial Services Professionals" could not replace the course offered by LOMA on legal aspects of Canadian law. This certainly involves more work, and no doubt an update of the reference texts used in the LOMA 315 course, but it is the price to pay to keep adequate education in step with the specificities of Canadian law.

Bernard Brun, FLMI, ACS, ARA
Avocat principal, Commercial et technologie
Desjardins Sécurité financière
bernard.brun@dfs.ca

THE LOMA OAS AWARDS

You probably have wondered what this acronym means. It is a program called the Outstanding Society Awards, by which LOMA recognizes and rewards Societies for their achievements based on our primary mission which is to support educational programs and promote the ASC and FLMI designations within the Insurance industry, provide FLMI members with quality continuing education and community activities.

During the last few years, I have been the one submitting the FLMI Society of Montreal's candidacy to this awards program. To enter this competition, we must prepare a complete case file with evidence that we have met the specified criteria defined by LOMA. This means collecting information on all activities of the Society, minutes of the board meetings, newspaper articles, publications on our web site etc...

The complete case file is then presented to LOMA for consideration by a jury, of which I am a member. This jury examines all candidacies received from different Societies, evaluates the pertinence of the documentation presented and either grants or refuses the reward. Being part of this jury also gives me the opportunity to learn about the activities organized by other Societies during the year. I must admit that certain ideas exploited by other Societies are very inspiring and some of these could certainly help us accomplish our mission in the future

Each year, The FLMI Society of Montreal receives two or three awards in the fields of Education, Membership and Communications and Public Relations. Last year we received the Education Achievement Award, Community Service Achievement Award and the Society Membership Achievement Award. This year, we are competing in four categories: Education, Community Service, Membership, and Communications and Public Relations. Results will be announced during the summer. Stay tuned.

This is a task that I have always accomplished with great pleasure for the Society. Receiving awards for the efforts of our members so that our Society may be recognized for all its worth is a very rewarding task. It is also an opportunity to exchange ideas, meet members of the insurance industry, new people from other Societies and widen one's horizons.

I also think that it is now time for me to open this opportunity to someone new who would like to take on this challenge. This year, we could work together and assure a smooth transition. If such a challenge is interesting to you, please e-mail me your coordinates at louise.lalonde@inalco.com.

Louise Lalonde, FLMI, ACS, AIAA

NEW COURSES IN THE FALL

As of the next session, The FLMI Society of Montreal will offer two new courses. They are:

LOMA330 - by correspondence
LOMA 351 - in classroom.

These courses are added to the ones already scheduled, which are: LOMA 280 and 290 in classroom, as well as the following correspondence courses: LOMA 280, 290, 301, 315, 320 and ACS 100. Please note that the first three are offered in French and English. They are presently offered Canada wide and we expect they will be offered to United States students.

Furthermore, your Education Committee is studying the possibility of offering LOMA 320 in English as soon as the 2005 Spring session. This means that all preparatory courses necessary for obtaining the ACS diploma will then be offered in both languages.

Sincere thanks to all members of the Education Committee and all our professors.

Denis Gagné, FLMI, ACS

PSYCHOLOGICAL HARASSMENT IN THE WORKPLACE

Don't miss our next activity entitled 'Psychological Harassment in the Workplace' by Me Houle of DSF on September 29th. This is a 'lunch box' meeting. Write it down in your agenda now and watch our website at www.flmi-montreal.ca for further information.

TRAVEL INSURANCE : *don't leave home without it*

There was a time, not so long ago, when all Quebecers would load the car with wife and kids on a Sunday afternoon, for a short jaunt to the 'States'. Now, this could be just for a change of atmosphere, but mostly, it probably was to buy cigarettes, alcohol or cheaper gas.

In those times immemorial, when our Canadian dollar hit breathtaking heights, the average Quebecois had the impression of being invincible. As this invincible conqueror, he travelled south of our borders, ignoring the speed limits, being smarter than customs officers, and risking the shirt off his back on American highways. Even if the car was very reliable and caused no concern, it was not quite the same for the family members. In this immortality context, who would have bothered with or even thought of 'travel insurance'? As a matter of fact, travel insurance was then at its very beginnings, and health care had not yet attained such a level of disparity between our two countries.

For better or for worse, times sure have changed. Today, but for rare exceptions, we do not dare set foot outside Quebec without complete a coverage of travel insurance. As is often said, an accident can happen anytime. For those who rely on their lucky star, here is a glimpse of what could happen during this short visit to our American neighbors.

A visit to the hospital emergency room for a broken arm will cost you \$465.00; your reimbursement from the Régie: \$50.00. If you become sick or are involved in an accident, the hospitalization costs will vary according to the degree of seriousness of the problem and the hospital. It could easily cost you \$2,000.00 per day. For a period of 5 to 7 days in hospital, it is not rare to be charged up to \$30,000. The Régie will reimburse you \$100.00 per day! In short, your life could be radically changed if you were to be the victim of a health problem and did not have supplementary travel insurance.

How much does this supplementary insurance cost? Age and health condition will determine the amount of the premium. For a traveller in excellent health, which means, one who takes no medications, has a clean medical history, has had

no surgery nor has been hospitalized following an illness, it would cost approximately \$1.45 a day for those who are age 30 and below and \$1.65 a day for ages 31 to 54.

Before subscribing to travel insurance, check the following points: Will the hospitalization costs be paid by the insurance company? Does the insurance cover your repatriation to Canada? Will it advance funds to the hospital if required to do so by the hospital? Does the Company offer 24 hour service seven days per week? Does it cover pre-existing conditions? Don't forget to check for available coverage from your credit card provider.

For more information on what you should do before leaving on a trip, visit the Consular Affairs Internet site at <http://www.voyage.qc.ca>. It contains a goldmine of very useful information for the traveller, for whatever destination. For information on health, security and entry requirements you will find pages such as Travel Updates, and Current Issues advising travellers on emergency situations and crisis in different countries. A series of publications is also available containing valuable information and advice for travelling with security and without worry. Many companies offering travel insurance have Internet sites containing valuable information for travellers.

Needless to say that travel insurance is an essential part of every pleasure or vacation trip outside Quebec. If your travel is work related, you should be covered by your employer. If we insist on travel to the United States, it is because of its proximity to us, and also that it is easy to forget that is another country.

Be careful! Happy holidays!

Diane Masse, B.A., FLMI

READERS' FORUM

We value your opinion and would like to hear from you.

This page is yours! Do you, as part of the insurance industry and member of this association, wish to emit an opinion, provoke controversy, start a debate or simply receive information on a given subject? If so, this is your opportunity. Write to us.

If there are subjects or themes you would like to see dealt with, comments or suggestions you wish to share with us, or if you would like to publish an article of interest to our members, contact us now at this address: journal@flmi-montreal.ca

We hope to hear from you soon.

YOUR EDITORIAL STAFF



See you in September