



REGISTERED INSURANCE BROKERS OF ONTARIO

November 17, 2020

Ms. Dawn Goodine
Senior Compliance Officer
Market Conduct Division
Financial Services Commission of Ontario (FSRA)
5160 Yonge Street, 16th Floor
Toronto, Ontario
M2N 6L9

Dear Dawn,

RE: RIBO Annual Examination – Fiscal Year End July 31, 2019

Thank you for your letter and follow up email.

Since that correspondence, Katie Mellor has been elected President of RIBO and has asked me to respond on her behalf.

With respect to the three recommendations:

Recommendation 1: At its meeting in November, Council created a new Education Committee. Our next steps will be to finalize Terms of Reference, as well as a process for reviewing applications for continuing education course accreditation.

Recommendation 2: As discussed with you during the audit, policy and procedure manuals for the Qualification and Registration area, as well as Complaints and Investigations, are to be completed by end of year 2021. I will instruct the respective Department heads to update Council in the usual course on this project. As an aside, we are in the process of hiring a new Director

of Qualification and Registration and hope to have the position filled by January 1st, 2021.

Recommendation 3: We note your recommendations on enhancements to the Broker Review Program. I have asked the Department head to determine how best they might be implemented.

Thank you again for these recommendations made for the purpose of promoting our common goal...consumer protection.

Please do not hesitate to get in touch with me if you have any additional questions.

Yours truly,

A handwritten signature in black ink that reads "Patrick Ballantyne". The signature is written in a cursive, flowing style.

Patrick J. Ballantyne
Chief Executive Officer

cc: Katie Mellor
Tim Goff
Winston Koo
Kyle Snyder