



REGISTERED INSURANCE BROKERS OF ONTARIO

October 6, 2021

Dawn Goodine
Senior Compliance Officer Market Conduct
25 Sheppard Avenue West, Suite 100
Toronto, ON
M2N 6S6

Dear Ms. Goodine,

Thank you for your letter of September 14th, 2021. What follows are our responses to the four recommendations contained therein.

Recommendation 1: It is recommended that (i) RIBO continue to update its policies and procedures manuals for Qualification and Registration and for Complaints and Investigations, as planned, to ensure that they are completed by the end of 2021 and (ii) RIBO provide written confirmation to FSRA when this is achieved.

RIBO agrees with this recommendation. Work on these policies and procedures and we expect completion in advance of the year end.

Recommendation 2: It is recommended that RIBO update its Business Continuity and Disaster Recovery Plan to incorporate changes in its practices and processes.

RIBO agrees with this recommendation. The Plan will be updated during our current fiscal year.

Recommendation 3: It is recommended that RIBO conduct a cybersecurity test of its systems by the end of its 2021-22 fiscal year, i.e., July 31, 2022.

RIBO agrees with this recommendation. We will engage a third party to conduct a cyber vulnerability assessment during our current fiscal year.

Recommendation 4: It is recommended that RIBO's website include information on the decisions of its Discipline Committee.

RIBO agrees with this recommendation. We will immediately explore how best to present Discipline decisions of the Discipline Committee through our website.

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If there are any questions or comments, please feel free to reach out to me or our CEO, Patrick Ballantyne.

Yours truly,

Katie Mellor

Katie Mellor
President, RIBO

c: Patrick Ballantyne