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A CULTURE WORTH WEARING

Stories of connection, leadership, and the actors shaping Saskatchewan's broker culture

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IN THIS ISSUE

18

Celebrating the Spirit of Canada's Brokers

IBAC President Brett McGregor reflects on a year connecting with brokers nationwide, where #BrokersCare has become a unifying symbol of pride. From conventions to communities, he highlights a culture grounded in trust, mentorship, and giving back—values that continue to define and strengthen Canada's broker profession.

24

How MGAs Strengthen Insurance Access in Challenging Markets

As markets tighten and capacity shifts, MGAs are helping brokers keep clients covered. This overview clarifies their role, highlights when to engage them, and outlines practical ways to build effective partnerships—expanding access, improving speed to market, and strengthening resilience for Saskatchewan brokers and the communities they serve.

28

The Next Big One: Shockwaves Beyond the Fault Line

An earthquake on one of Canada's coasts could send shockwaves across Saskatchewan, disrupting trade corridors and straining insurers. With low coverage uptake and no national backstop, industry urges a public-private solution to protect stability, support recovery, and safeguard brokers, businesses, and communities before the next major event.

30

Fire Underwriters Survey - What Brokers Need to Know

FUS grades shape coverage, pricing, and availability but don't always reflect real-world protection. This primer unpacks how classifications are built, why rural risks are often "unprotected," and where data gaps drive outcomes. This in turn enables Saskatchewan brokers to set expectations, navigate renewals, and use evidence to advocate effectively.

46

AI, Atmospheres, & Marshmallows in a Sauna

Pete Tessier checks in with Saskatchewan brokers on the forces shaping 2026—from volatile climate patterns and rapid AI adoption to softening rates and ongoing consolidation. With his trademark candid lens, he explores how familiar pressures are resurfacing in new forms, and where brokers can still create value, adapt, and stay ahead of the cycle.

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From the Editor

The editorial planning for this publication mapped out content with the theme of resilience – brokerages built to weather a storm, teams designed to bend but never break, systems ready to adapt. However as the submitted content was reviewed, a new theme emerged. No one was talking about systems, building, or growth – they were talking about giving back, supporting, and building community.

In the following pages, brokers explore topics ranging from Canada's earthquake risk and fire risk data to how technology is changing the way we work. Outgoing Board Chair Sarah Johnston reflects on her years as chair (page 6), CEO Derek Lothian briefs members on the ongoing work to secure a future for the auto fund (page 12), IBAC President Brent McGregor shares stories that highlight the pride of brokers coast to coast (page 18), and partners discuss how non-broker organizations support the broker channel. Leadership expert Nicole Korpusik provides tools to support brokerages experiencing the widespread mental health issues of their team (page 48). Different subjects, different authors, different expertise, but a single thread runs through it all: deep care for the people and communities brokers serve.

#BrokersCare is no longer a campaign – it's a rallying cry. What began as a fundraising effort during a difficult time now proudly sits on the chests of brokers and partners in six provinces. It has raised hundreds of thousands of dollars for causes important to brokers and their clients, positively impacting the lives of young people in ways that once seemed impossible. The hashtag and slogan capture something the industry has always known: we are here for people and for each other, always have been, always will be.

That care shows up in the quiet moments clients never see: the extra call, the patient explanation, the choice to do what is right even when it is not easy. It shows up in the pride brokers carry for their profession. It shows up in the understanding that this work is never just about policies – it is about people. That is the culture explored in this issue. It is not something written in strategy documents or defined by systems. It is lived. It is shared. And it is visible.

A culture worth wearing.

Nicole Sinclair, CAIB

Vice President

Editor, *SaskBroker Magazine*

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Strength in transition: A chair reflects on leadership, resilience and the future of Saskatchewan brokers

As my term as chair of the Insurance Brokers Association of Saskatchewan (IBAS) board of directors draws to a close, I find myself reflecting on the responsibility of the role, the relationships built, and the resilience of an industry I am proud to serve.

Serving as board chair has been one of the greatest honours of my professional life – not because of the title, but because of the people.

The role has offered a front-row seat to the strength of Saskatchewan's broker community. What I have seen, particularly in recent years, has been extraordinary.

The industry has faced sustained pressure: a hardening market, rising claims severity, increasing reinsurance costs, climate-related catastrophes, talent shortages, and growing regulatory complexity. These are not abstract challenges. They are reflected in daily conversations with clients.

Brokers have delivered difficult news, navigated uncertainty, and stepped forward when answers were not always clear.

Through it all, they showed up for clients, for their teams, and for each other, with professionalism,

By Sarah Johnston, President & CEO, Atlas York Insurance





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empathy and a strong sense of collaboration — that is what defines this industry. It is not just what brokers do, *but how they do it.*

AN INDUSTRY BUILT ON TRUST

At its core, the business is built on trust.

Clients rely on brokers in moments of vulnerability: after a loss, during uncertainty, and when the stakes are high. That trust is earned over time and maintained through consistent, principled action.

Brokers play a unique role in the insurance system as advocates, translators, and problem-solvers. They bring clarity to complexity and a human approach to an industry that can feel transactional.

As risks grow more complex and products evolve, the need for trusted advice has only increased. That trust, however, cannot be taken for granted. It must continue to be reinforced.

FACING THE REALITY OF CHANGE

Change is not on the horizon — it is already underway.

The industry is experiencing shifts in technology, client expectations, distribution models, and workforce dynamics.

Clients expect speed, transparency, and accessibility. Employees are seeking purpose, flexibility, and opportunities for growth.

At the same time, risks are becoming more complex and interconnected. Climate-related losses are increasing, and economic pressures are affecting affordability across the market.

These challenges are significant, but so is the industry's ability to respond.

The question is not whether change will occur, but how the industry will lead through it.

LEADERSHIP THAT LOOKS AHEAD

Leadership in this environment requires more than technical expertise. It requires adaptability, perspective, and a willingness to think beyond the immediate.

Throughout my time as chair, I have worked alongside individuals committed not only to protecting what has been built, but to strengthening it for the future.

The industry's future will be defined by how it responds to change.

That means investing in people — attracting, developing, and retaining the next generation of brokers. It means continued advocacy for clients and for a regulatory environment that supports a strong broker channel. It also means embracing innovation as an opportunity to enhance value, not diminish it. Above all, it requires staying grounded in core values: *integrity, service, and community.*

"The industry's future will be defined by how it responds to change."



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THE POWER OF COMMUNITY

One of the most meaningful aspects of this role has been witnessing the strength of the broker community.

IBAS is more than an association. It is a collective voice and a support network where ideas are shared, challenges addressed, and successes recognized.

Competitors collaborate. Experienced professionals mentor those entering the industry. Teams come together in times of crisis to support clients and communities.

That sense of collective effort remains a defining strength of the industry.

A PERSONAL REFLECTION

This role has been both challenging and rewarding.

There have been moments of uncertainty and responsibility. More often, there have been moments of pride and connection – reminders of why this work matters.

Leadership is not about having all the answers. It is about asking the right questions, listening carefully, and making decisions with intention.

Progress is not always linear, but it is always worth pursuing.

LOOKING AHEAD

While my term as chair is ending, my commitment to the industry is not.

I remain confident in the leadership that will guide IBAS forward and in the strength of the broker community.

There will be challenges ahead. But the industry is prepared – because of its people, the trust it has built, and its commitment to doing what is right.

2027 marks IBAS's 75th anniversary, a milestone that reflects its resilience and continued relevance. Its strength has never depended on any one individual, but on the willingness of many to step forward and lead.

That continuity will ensure its future.

WITH GRATITUDE

I would be remiss not to express my thanks. To the IBAS board of directors for its leadership and dedication; to the IBAS team for its ongoing work supporting members and advancing the industry; to Derek Lothian for his leadership and advocacy, and to brokers across Saskatchewan for their professionalism, resilience, and commitment.

It has been an honour to serve.

This profession is built on relationships, trust, and a commitment to doing the right thing – even when it is difficult. It is a community, a responsibility, and something worth protecting.

As I bring this chapter to a close, I do so with gratitude and confidence in what lies ahead.

Sarah Johnston is the president and CEO of Atlas York Insurance and the longest-serving chair of the IBAS board of directors. #



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Bolstering Auto Fund sustainability now a race against time

Earlier this year, the SGI Auto Fund submitted an application to the Saskatchewan Rate Review Panel (SRRP) for rate increases of 3.75 per cent in each of 2026 and 2027. Understandably, that ask has led to renewed questions around affordability, necessity, and value.

The basic premise of insurance is that the premiums of the many ultimately pay for the claims of the few. Similar to a mutual insurance company owned by its policyholders, the SGI Auto Fund is not designed to generate profit. Instead, it is intended to make just enough money to cover its operations and maintain an appropriate capital reserve.

For more than a decade, SGI has upheld the compulsory auto insurance program without obtaining incremental rate from customers. That is a feat virtually unparalleled in the insurance industry. It is, however, no longer a sustainable path forward.

As with any public agency or crown corporation, it is entirely fair for taxpayers to scrutinize SGI's financial decisions. But core insurance costs are not opaque. They are a simple calculation of premiums versus claims. Unfortunately, in three of the last four years, the Auto Fund has paid out more in claims alone than it has generated in insurance revenue.



By Derek Lothian, President & CEO, IBAS



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It is not difficult to see why. We all feel it – costs are going up everywhere. Between December 2024 and December 2025 alone, the Consumer Price Index for passenger vehicle parts, maintenance, and repairs spiked by more than 6.8 per cent. Reducing administrative overhead will not fix that problem, either.

If there is any criticism to level, it is that this imbalance has taken too long to correct. SGI's Rate Stabilization Reserve (RSR) now sits well below its own target threshold, which has the secondary effect of producing weakened investment returns from a diminished pool of capital.

One question often asked is: *So, why then did SGI decrease its reserves by issuing customer rebates in 2021 and 2022?*

It is important to acknowledge that, at the time, the operating – and consumer – realities were very different. SGI was holding capital reserves close to 50 per cent higher than its target, the pandemic had resulted in less driving and significantly fewer claims, and the economic impacts of COVID-19 were still percolating. Although it is easy to second-guess those actions with the benefit of hindsight, it is difficult to argue in good faith that they were not, at the very least, *reasonable* given the circumstances of the day.

Regardless, it does not change the situation we now find ourselves in. Think

of the issue in totality as a snowball swelling in size as it rolls downhill.

Nobody likes paying more. Many consumers are already feeling stretched. The truth, though, is that, without a material shift (and soon), the Auto Fund cannot survive on its own. Even IBAS's most optimistic models show the RSR fully depleted by the end of 2029.

Getting back to a point of long-term viability will be neither quick nor easy. It will require real choices, short-term pain, and honest conversations. This will likely include rate and deductible increases far beyond those currently proposed, reduced or eliminated coverages (road hazard glass as one example), or an entirely new approach – such as transitioning to a model similar to British Columbia, where the compulsory component is liability only, and where all physical damage is rolled into the extension product. IBAS has voiced that position to government officials loudly; and I am optimistic that, over the past several weeks, the right policymakers have come to recognize the seriousness of those concerns.

We are far from the only jurisdiction grappling with auto insurance challenges – just take a look at Alberta and Ontario. The good news is that Saskatchewan still enjoys eminently strong fundamentals, including a robust regulatory regime, as well as the most cost-effective and

The good news is that Saskatchewan still enjoys eminently strong fundamentals, including a robust regulatory regime, as well as the most cost-effective and accessible system of distribution in Canada (thanks to you, our members).



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We can – and should – invite open dialogue on what other changes are necessary in the weeks and months ahead.

accessible system of distribution in Canada (thanks to you, our members).

We can – and should – invite open dialogue on what other changes are necessary in the weeks and months ahead. In the meantime, the question at hand for the SRRP is not how much of an increase consumers can afford – it is whether the province wants the Auto Fund to continue to exist. If the answer is yes, the decision tree is limited in optionality.

The snowball is already halfway down the mountain, is gaining momentum, and is careening directly toward a cliff. Absent sheer luck, time is running out to prevent irreversible damage.

Derek Lothian is the president and CEO of the Insurance Brokers Association of Saskatchewan (IBAS). He also currently serves as a director on the boards of Simpson Seeds Inc. and the Vineland Research and Innovation Centre. #



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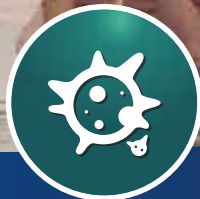
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Celebrating the Spirit of Canada's Brokers

By Brett McGregor, President, Insurance Brokers Association of Canada

The first time I pulled on #BrokersCare gear, it felt like more than just a comfortable shirt, it was a symbol of what makes our profession special. Since then, my collection has grown, and somewhere along the way, those shirts became my unofficial uniform at conventions across the country – a small but meaningful reminder of the culture that connects us all.

Last fall, as president of the Insurance Brokers Association of Canada, I had the opportunity to attend three great broker conventions in Atlantic Canada, Saskatchewan, and Ontario. Each event had its own energy and local focus, but everywhere I went, one thing stood out: the unmistakable spirit of Canada's brokers, and the mix of professionalism, pride, and community that defines who we are.

A CULTURE OF CONNECTION

Walk into a brokerage in Kenora, Moose Jaw, or Neepawa, and you will notice the same thing: people helping people. Brokers have always been at their best when they are sitting across the

table from a client – listening, understanding, and helping them make sense of complex choices with empathy and experience.

That is what sets us apart. Technology can speed up our processes, but it will never replace the trust that comes from human relationships. Our culture is built on that human element – the handshake, the familiar face, the sense that your broker truly knows who you are and what matters to you. That same sense of connection extends beyond our clients – it is also what binds brokers to one another.

SYMBOLS THAT UNITE US

Isn't it funny how small things like a #BrokersCare shirt can come to represent something much bigger? The #BrokersCare movement began as a grassroots idea from the Insurance Brokers Association Saskatchewan and quickly became a national symbol of broker generosity and pride. At conventions across the country, I have seen those shirts everywhere: on new brokers at their first event, on industry veterans who have seen it all, and on volunteers pitching in to make a difference.



It is lighthearted, but it means something. It is a reminder that we are part of something bigger than ourselves. Similar to the way the iconic Bipper logo symbolizes insurance expertise, trust, and integrity, #BrokersCare represents the human interactions, relationships, and community focus of our profession. It is not just about shirts, hashtags, or logos – it is about what they stand for, service, connection, and a shared belief that we are stronger together.

Culture doesn't happen by accident; it is built and protected every day. As leaders, we have a responsibility to pass it on. Mentorship is a huge part of that. When experienced brokers take the time to share what they have learned, they are not just teaching skills – they are shaping the future of our profession.

Part of that legacy is how we give back. From community fundraisers to local boards, brokers continue to give back where they live and work. It is not about recognition – it is about responsibility. That generosity and connection are the threads that hold our culture together.

I was reminded of that last fall at my first CAIB graduation ceremony as IBAC president. Watching new graduates walk across the stage, I couldn't help but feel proud – not just of their accomplishments, but of what they represent: renewal, growth, and optimism. Each graduate carries forward the culture that has made our profession so resilient for generations.

The same is true at every level – from local brokerages investing in their people to the provincial associations that foster collaboration and advocacy. Together, we cultivate a culture that combines tradition and innovation, independence and unity, professionalism, and compassion.

A CULTURE WORTH WEARING

Every time I pack a #BrokersCare shirt for a convention, I am reminded that it is more than fabric – it is a statement. It says: We care about our clients. We care about our communities. We care about each other.

What makes this broker culture so special is that it is built on trust – not just the kind that lives in contracts, but the kind that lives in relationships. Across Canada, brokers are neighbours, volunteers, and community leaders. We sponsor the local hockey team, support small businesses, and help families recover after a loss. When people turn to us, they know they are getting more than a policy, they are getting someone who genuinely cares.

That commitment to care, professionalism, and community is what unites us from coast to coast. It is what will guide the next generation of brokers as they continue to build on the strong foundation we have all helped create.

That is the culture that defines Canada's brokers. It is more than a profession – it is a community. #

It's Not the Ethics That Changed – It's *Everything Else*

By Nicole Korpusik, Nicole Korpusik Leadership Consulting

It was not that long ago that documents were sent by fax and office walls were lined with file cabinets. Mention that to someone with a few more years in the industry, though, and they might laugh and say, “Fax? I remember carbon copies.”

While the tools of the trade have evolved dramatically, the ethical foundation of the insurance industry has not. What has changed is the environment in which those principles operate. The stakes are higher. The information is more complex. The pressures are greater.

Recently, I partnered with the Insurance Brokers Association of Saskatchewan (IBAS) to redevelop their three-hour ethics program, and the process raised an important question: What has changed since the last time ethics education was developed, and what is the same? If insurance is more dynamic than it was 20 years ago, does it stand to reason that ethical dilemmas faced by brokers are more dynamic as well? It was valuable food for thought for all of us, and I believe it led to a stronger product.

The new IBAS ethics program has an entire module dedicated to ethics in a digital world – a realm of circumstances and decision-making that was not a factor a few decades ago. What has not changed is the *foundations* of ethical behaviour, which is explored in the program.

At its core, ethical practice means ensuring clients have the information they need to make informed decisions and providing insurers with accurate, complete details. It means safeguarding private information and prioritizing client interests over personal gain. It also means conducting ourselves professionally, both in and outside the office.

What has shifted over time is the complexity behind those responsibilities.

Policies and processes that were once relatively straightforward have expanded significantly. Today's homeowners consider overland water, sewer backup, equipment breakdown, identity theft, and cyber risks – exposures that were barely on the radar a generation ago. Water damage has overtaken fire as a leading cause of property loss, and coverage forms and rating tools have evolved accordingly.

Clients' lives have evolved as well. Personalized service is now expected. Homes are smarter. Businesses are more digital. Supply chains are global. Liabilities are greater. With that change comes more information to gather, more nuanced questions to ask and more education to provide. Ethical transparency now requires not only honesty, but expertise. Remaining current and vigilant is essential.

The competitive landscape has also intensified. Direct writers, digital platforms and aggressive growth targets create pressure that can test even seasoned professionals. The temptation to prioritize compensation, convenience or speed over suitability is not new, but it is amplified. Ethical challenges often appear not in dramatic moments, but in subtle decisions where the easier choice is not necessarily the right one.

Confidentiality presents a similar evolution. Protecting private information once meant locking filing cabinets. Today, sensitive data lives in inboxes, cloud-based systems, and mobile devices. A mistyped email, a weak password, or a phishing attempt can expose client information in seconds. The obligation has not changed, but the level of

vigilance required has. A decade ago, many in the industry were less aware of the risks that are now at the forefront of their minds.

Technology and automation have improved efficiency and the client experience. Yet automation does not replace accountability. Digital platforms can streamline processes, but professional judgment remains essential. Ethical responsibility cannot be outsourced to a system.

So, have insurance ethics changed?

The principles remain the same: transparency, client-first service, confidentiality, professionalism, and integrity.

What has changed is the complexity of applying them. The pace is faster. The exposure is broader. The scrutiny is greater.

Ethics in insurance have not evolved because the standards have weakened, but because the operating environment demands greater intentionality than ever before. That may be the real progression of the profession – not redefining what brokers stand for but strengthening how consistently those standards are upheld.

Nicole Korpusik is a leadership consultant, keynote speaker, and coach specializing in emotional intelligence, servant leadership, and workplace well-being. She works with teams and organizations across Canada to develop leaders who lead with intention, awareness, and empathy – championing the human side of leadership and building team cultures rooted in trust, accountability, and psychological safety. Learn more at www.nicoleleadership.com or contact Nicole at nicole@nicoleleadership.com. #



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Reagan Foster Honoured with 2025 IBAS Community Leadership Award

True community leadership isn't measured by titles or recognition. It is found in showing up – consistently, selflessly, and with genuine care for the people around you. That spirit is at the heart of why Reagan Foster has been named the 2025 recipient of the IBAS Community Leadership Award.

One of the highest honours in Saskatchewan's insurance broker community, the Community Leadership Award recognizes a broker or brokerage that has made an exceptional impact beyond their professional role. Established in 2019, the award celebrates volunteerism, philanthropy, and leadership that strengthens communities and advances the broker profession. Recipients are selected by an independent committee following nominations from industry members and the public.

For Foster, the recognition reflects years of quiet dedication rooted in connection and service. Based in Norquay, Saskatchewan, she is known not only for her work as a manager with Lakeview Insurance Brokers, but for the way she consistently puts people first in her profession and in her community.

While Reagan is an active and respected leader within the brokerage industry, the Community Leadership Award shines a light on her impact beyond the office. In a rural community where local initiatives rely heavily on volunteer support, she has become someone others depend on, lending her time, energy, and leadership wherever it's needed.

From supporting community programs to helping bring people together around shared causes, Foster exemplifies grassroots leadership. Her involvement reflects a deep understanding of what it means to live and work in a small town: when something needs to be done, you step in. That mindset has helped strengthen Norquay and the organizations that serve it, reinforcing the vital role community leaders play across Saskatchewan.

The IBAS Community Leadership award recognizes individuals who create lasting, positive change while embodying



Award winner Reagan Foster with Lakeview Insurance Group President Anthony Reimer, and CEO Kris Plett.

“At Lakeview Insurance, we believe our responsibility goes far beyond selling insurance; it’s about showing up for the communities that trust us every day. Reagan exemplifies that commitment. Her leadership, integrity, and genuine care for people make a lasting impact both inside and outside our organization. We could not be more proud to see her recognized with the IBAS Community Leadership Award.”

– Kris Plett & Anthony Reimer

the values of the insurance broker profession. Through mentorship, volunteerism, and community involvement, recipients demonstrate leadership that extends far beyond business operations.

For Foster, that philosophy is second nature. Insurance brokers are often deeply woven into the communities they serve – supporting families, businesses, and neighbours through both everyday needs and challenging moments. By investing back into her community, she has helped build trust, resilience, and connection – values that mirror the very foundation of the profession.

Through her unwavering commitment to service, her leadership within the industry, and her genuine care for others, Reagan Foster represents the very best of community leadership – and why it deserves to be celebrated. #

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How MGAs Strengthen Insurance Access in Challenging Markets

By Brett Boadway, Executive Director, Canadian Association of Managing General Agents

Resilience in the insurance industry is often tested in remote communities, in tightening markets, and in moments when insurer appetite changes without warning. It is in these moments that the strength of our relationships, our knowledge, and our adaptability are put to the test.

Recently, nearly 200 households across several northern Manitoba communities were notified that their insurance coverage would lapse in 2026 due to the withdrawal of capacity from carriers. This instance raised concerns about insurance access and long-term stability. It is not an isolated issue. Similar pressures can easily emerge in other communities and industries across Canada.

Understanding of the Managing General Agent (MGA) model, particularly among newer brokers, is lower than it could be. The role of the MGA receives limited attention in formal broker training, even though MGAs now play a larger and more influential role in the marketplace than ever before; this is an opportunity.

When brokers clearly understand how MGAs operate, where they source capacity, and how specialty markets function, they are better equipped to respond when traditional capacity contracts. They know where to look. They know who to call. And they can move quickly on behalf of their clients.

The good news? This knowledge gap is entirely solvable.

The Canadian Association of Managing General Agents (CAMGA) has sharpened its strategic focus on visibility, communication, and collaboration with brokers across Canada, responding directly to feedback from its membership. The association is pivoting to a more outward-facing role: articulating clearly the value MGAs

bring to the property and casualty marketplace and strengthening broker relationships province by province.

MGAs across Canada are eager for deeper, more consistent engagement with brokers. When each side better understands the other's roles more, the entire distribution system benefits. Capacity can be deployed more creatively. Specialty risks can find homes. Underserved regions can gain renewed access to coverage. Emerging industries find policies. Elevating education around the MGA sector through collaboration between organizations such as CAMGA and provincial broker associations is an achievable step.

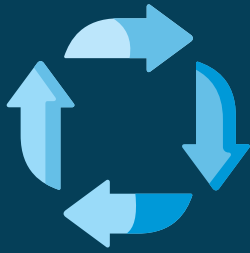
Insurance exists to create stability in uncertain times. The same principle applies to our industry itself. By strengthening awareness between brokers and MGAs, we create a system that can withstand volatility.

A PRACTICAL GUIDE TO WORKING WITH MGAS IN CANADA

Managing general agents (MGAs) play an increasingly important role in Canada's insurance landscape. Acting as delegated extensions of an insurer's underwriting, distribution, and administrative functions, there are now more than 100 MGAs operating across the country. MGAs function under delegated underwriting authority (DUA) agreements that are vetted and approved by one or more licensed insurers. Within this framework, they facilitate insurance transactions between insurers and licensed brokers, operating within clearly defined authority.

Common MGA responsibilities include:

- Underwriting risks in accordance with DUA guidelines;
- Designing insurance products and establishing pricing frameworks;



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into our local
economy



139+

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- Soliciting, negotiating, and binding contracts of insurance; and
- Supporting distribution and market development.

In most cases, MGAs do not transact directly with property and casualty customers and do not assume capital risk. The insurer retains the underlying exposure.

WHY BROKERS WORK WITH MGAS

For many brokerages, MGAs serve as a practical and strategic gateway to market access.

- MGAs often bring deep expertise in niche areas. Industry data shows that 65 per cent of brokers use MGAs for specialty coverage, while 63 per cent rely on them to access niche markets or products;
- They can introduce new or specialized capacity into Canada, particularly for risks that fall outside the appetite of standard insurers. In many cases, MGAs operate without the same contractual or premium-volume requirements, offering additional flexibility;
- Speed and flexibility remain key advantages. MGA underwriters typically have authority to make timely decisions and often bring specialized knowledge across industries, risk types, and regions; and
- MGAs continue to invest in technology to enhance the broker experience and streamline workflows. These investments often include intuitive quote-and-bind platforms and enhanced underwriting and decision-support tools.

These improvements help reduce turnaround times and improve consistency, particularly in fast-moving or complex placements.

WHEN BROKERS TURN TO MGAS

MGAs are often engaged when timing, complexity, or market constraints require a different approach. Common scenarios include:

- When quick turnaround is critical to securing or retaining a client;

- When complex risks require specialized underwriting expertise;
- When specialty coverage is needed, such as marine, cyber, or directors and officers liability; and
- When risks fall outside the appetite of traditional insurers.

FIVE WAYS TO WORK EFFECTIVELY WITH MGAS

1. Know your brokerage requirements

Ensure internal policies, compliance obligations, and placement processes are clearly understood before engaging with an MGA.

2. Build strong relationships

Consistent communication matters. Connect with MGA teams through industry events, education sessions, and regular touchpoints.

3. Understand appetite and expertise

Align submissions with each MGA's underwriting focus and authority to improve efficiency and outcomes.

4. Submit complete applications

Accurate, detailed information supports faster quoting and demonstrates professionalism, building credibility over time.

5. Treat MGAs as partners

Approach the relationship collaboratively. Open communication, constructive feedback, and a long-term mindset strengthen results for both brokers and clients

Brett Boadway is the Executive Director of the Canadian Association of Managing General Agents (CAMGA), bringing a rare blend of trade association leadership and deep insurance industry experience to the role. She began her career at The Dominion of Canada General Insurance Company before advancing to the Insurance Brokers Association of Ontario (IBAO), where she ultimately served as chief operating officer. Brett holds a business degree with a specialization in finance from Western University, complemented by post-graduate studies in law, finance, e-commerce, public relations, and a Mini MBA from the Schulich School of Business. #



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THE NEXT BIG ONE

Shockwaves Beyond the Fault Line

By Aaron Sutherland, Vice-President, Pacific and Western, Insurance Bureau of Canada

Canada is due for a major earthquake in the next 50 years, and governments urgently need to address the risk this poses to the country's financial resilience, including here in Saskatchewan.

While the risk of direct earthquake damage in this province is generally low, even a moderate earthquake near one of Canada's largest port cities in British Columbia or Quebec would have devastating consequences on the provincial economy and could lead to broad-scale and lasting economic disruption.

Roughly one-quarter (or \$10 billion) of Saskatchewan's exports flow to Asian markets, largely through the port of Vancouver and Prince Rupert. While the United States continues to be the province's largest market for agriculture and mineral exports, ongoing trade uncertainty has producers looking to increase shipments elsewhere.

It's a key reason why earlier this year, Premier Scott Moe travelled to China with Prime Minister Mark Carney, where they secured a deal to remove a 76 per cent tariff on Canadian canola seed. Premier Moe also noted Saskatchewan will continue to work to strengthen relations with all of our trading partners, including with China to ease market access for other sectors, like canola, oil, and pork.

These increased economic opportunities will rely on the international trade and transit corridors on Canada's coasts. They are vital to the Saskatchewan economy, yet are extremely vulnerable to earthquake risk. Should they be damaged and trade disrupted, recovery will take time. It will take even longer if our country experiences insolvencies in the insurance

and credit-lending sectors and, unfortunately, Canada does not have a mechanism in place yet to ensure that doesn't happen.

According to Natural Resources Canada, British Columbia has a 30 per cent chance of being hit with a significant earthquake in the next 50 years. If a 9.0-magnitude earthquake occurs, it could result in approximately \$128 billion in total economic losses. These were the findings from an IBC-commissioned study by The Conference Board of Canada. And the risk isn't isolated to the West Coast — it would ripple right across the country. Goods would no longer flow, and trade and transit networks would shut down, impacting economic activity for years, if not decades.

Canada's property and casualty (P&C) insurers have long advocated for a public-private earthquake insurance solution to ensure financial resilience after a major seismic event. No one can prevent damage from happening, but we can ensure that our recovery is as quick and effective as possible by having the financial tools in place today in order to respond tomorrow.

Canada's 2025 federal budget, released last fall, made a commitment to "consult federally regulated property and casualty insurers and other interested stakeholders on ways to ensure the stability of Canada's insurance sector in an extreme earthquake event."

This announcement is a significant step towards ensuring the stability of Canada's financial sector and broader economy in an extreme earthquake event and is a welcome development for the P&C insurance industry and the broader financial services sector. Canada's P&C insurers are ready to engage with the government to quickly find a solution that will protect Canadians in the aftermath of a catastrophic earthquake and address the risks to the economy associated with a seismic event.

CANADA ISN'T READY

Earthquake insurance coverage is widely available, but take-up is low, especially in Quebec, where an estimated four to seven per cent of residents carry the coverage for personal property. In British Columbia, that number is estimated at 50 to 60 per cent. This low uptake may be due to a misconception that earthquake coverage is part of standard home insurance contracts. Others may not believe they need it, are deterred by the costs, or assume the government would provide financial support in the event of an earthquake disaster.

Canada's P&C insurers are among the most well-capitalized in the world and must follow rigorous regulatory standards. Under ordinary disaster conditions, the industry is more than prepared to support its policyholders. However, a severe earthquake is likely to exhaust the capital and reinsurance of individual insurance companies, triggering insolvencies that would impact every region of Canada, including Saskatchewan.

The Property and Casualty Insurance Compensation Corporation (PACICC) provides a safety net by ensuring policyholders have some protection even

if their insurer fails. But PACICC's assessments have the potential to cause surviving companies to fail because of the unpaid claims of their competitors. In a post-earthquake worst-case scenario, it is possible that every P&C insurer in Canada would fail. This impact would spill into the broader financial system, adding stress to banks and credit unions.

WHAT CANADA CAN LEARN FROM OTHER COUNTRIES

In all G7 countries with high earthquake risk, except Canada, the national government has established tailored insurance plans with a safety net or backstop. This allows the government to immediately step in to protect people, businesses, and the economy while managing recovery in the event of a catastrophic earthquake.

Canada urgently needs a solution for its earthquake risk, and the time to establish it is now.

Policymakers, insurers, and citizens need to develop a national solution that protects lives, livelihoods, and the economy. Without coordinated action, Canada risks catastrophic economic fallout and a collapse of its insurance safety net. Preparedness is not about immediate disaster response; it is about creating a foundation for recovery ahead of time that doesn't leave Canadians shouldering impossible losses in the future.

Aaron Sutherland is vice-president, Pacific and Western, at Insurance Bureau of Canada. Aaron directs all of its government relations activities in British Columbia, Alberta, Saskatchewan, and Manitoba. He is responsible for eliciting positive change and sound public policy on key priorities and member companies' concerns on strategic property and casualty insurance industry objectives. #

The Fire Underwriters Survey: What Brokers Need to Know

By Nicole Sinclair, Vice President, IBAS

If you have ever had a client ask, “How can we be unprotected when we have a fire department?”, you are not alone. The Fire Underwriters Survey (FUS) is one of the most misunderstood inputs in Canadian property underwriting, and that misunderstanding often lands squarely on the broker’s desk. For Saskatchewan brokers, where rural, semi-rural, and perimeter risks are common, a clear understanding of how FUS works is important for setting expectations, explaining outcomes, and advocating effectively.

WHAT FUS IS (AND ISN'T)

The Fire Underwriters Survey is a national system used by Canadian insurers to assess public fire protection capability. Its outputs – primarily the Public Fire Protection Classification (PFPC) and Dwelling Protection Grades (DPG) – feed directly into underwriting decisions, including pricing, deductibles, and, in some cases, availability of coverage. It is a standardized, criteria-based system that evaluates whether specific benchmarks are met at a point in time.

FUS does not take regionality into account – national standards apply. The risk index is not a measure of how committed or capable a local fire department is in practice, or how much surrounding communities and neighbouring farms would help in the event of a fire; that distinction matters. A highly dedicated volunteer department can still result in an unprotected classification if key technical requirements such as water supply, distance, or documented capacity are not met.

HOW FUS GRADES ARE BUILT

FUS relies on data *voluntarily* submitted by municipalities through its reporting system called the municipal portal.

Not just anyone can update the information. In some cases, municipalities in Saskatchewan do not actually have all the data required to complete the questionnaires and would be required to make significant investment to gather it.

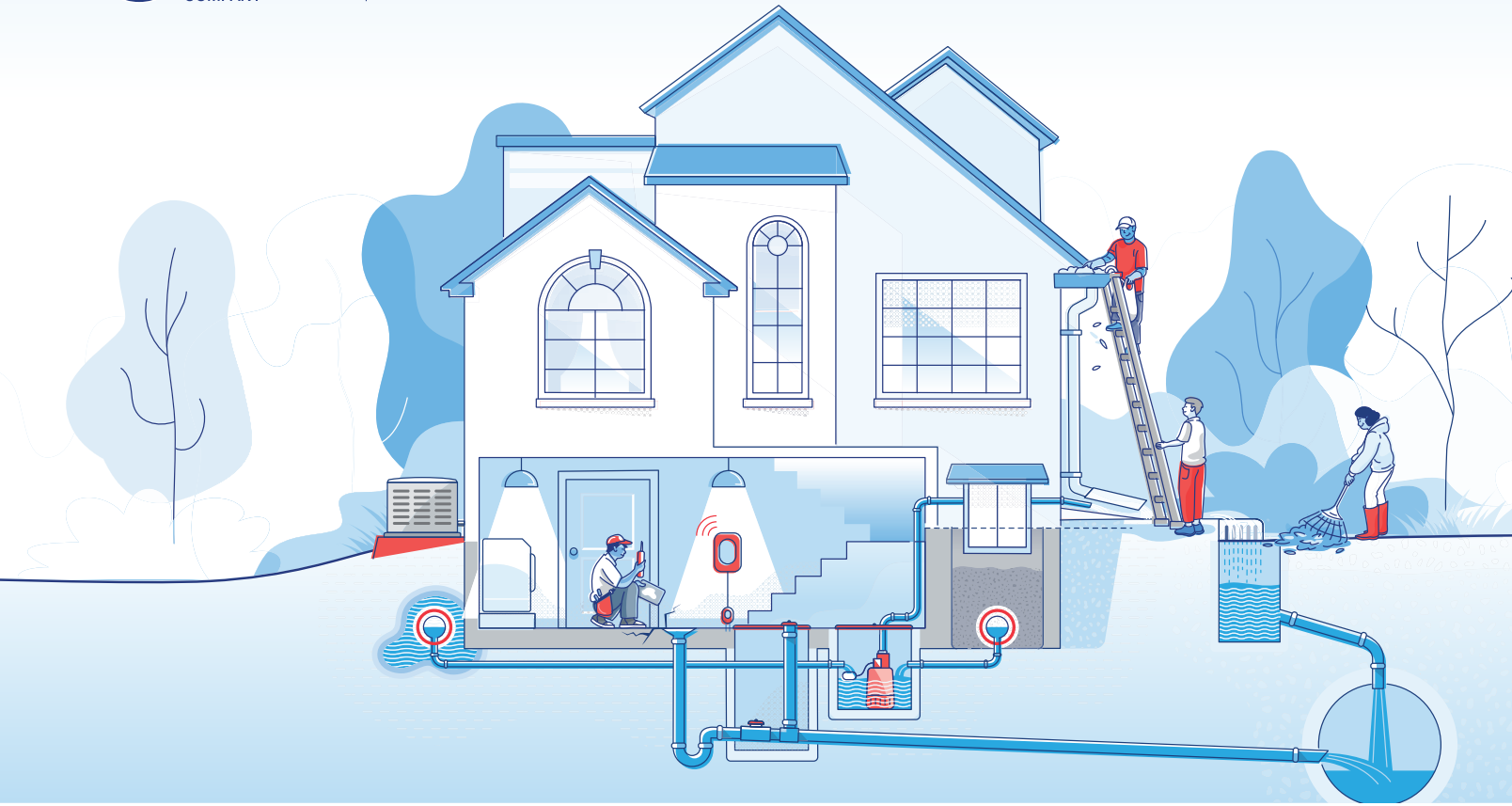
The overall PFPC grade (1-10) reflects a weighted assessment of four key components:

- **Fire Department (40%)**
Includes apparatus type and age, pumping capacity, staffing model, training, deployment, and pre-incident planning.
- **Water Supply (30%)**
Evaluates capacity, reliability, storage, and the ability to deliver required fire flows for a specified duration. This is often the limiting factor in Saskatchewan.
- **Fire Prevention and Safety Control (20%)**
Focuses on inspections, code enforcement, public education, and fire investigation practices.
- **Emergency Communications (10%)**
Assesses dispatch systems, redundancy, and reliability of alarm handling.

Each component must meet defined thresholds. If one element falls short, particularly water supply, the overall grade is impacted.

UNPROTECTED DOES NOT MEAN NO PROTECTION

Unprotected is one of the most challenging terms to deal with, it does not mean there is no fire response. It means the property does not meet the defined criteria for recognized protection.



Preventative maintenance is always a good policy.

As a CAA Insurance broker, you're helping to protect your clients by making sure they have the right coverage. But it's likely that you also suggest preventative maintenance to reduce the chance of flood damage to their homes. Now, we have more resources to help you continue to do that. Our materials will help customers understand why they should:

- Have a backwater valve installed or check that the existing one is working properly
- Have a sump pump installed or ensure an existing pump is working correctly
- Ensure proper yard grading so water runs away from the foundation
- Use downspouts to direct water at least 1.8m away from the home
- Seal any cracks in foundation walls and basement floors
- Protect low-level windows with window wells and covers

View our online resources to help your customers reduce their risk of flood damage. You can find CAA Insurance's Risk Mitigation resources at [MakeYourHomeResilient.ca](https://www.makeyourhomeresilient.ca)



Common reasons include:

- Distance beyond recognized limits (e.g., more than 8 km from a fire hall for personal lines);
- Lack of an approved or documented water supply;
- Insufficient tanker shuttle capacity or duration; and
- Missing or outdated municipal data.

DISTANCE AND WATER: DECIDING FACTORS

For a property to receive recognized protection, it must generally fall within both distance and water supply thresholds:

- **Personal Lines (DPG):** within 8 km of a fire hall and 5 km of an approved water source.
- **Commercial Lines (PFPC):** within 5 km of a fire hall and 2.5 km of a water source.

In non-hydrated areas, tanker shuttle operations may be used – but only if they meet standards aligned with *National Fire Protection Association (NFPA) 1142 Standard on Water Supplies for Suburban and Rural Firefighting*. This standard identifies a method of determining the minimum water supply necessary for structural firefighting purposes in areas where it has been determined that there is no water or inadequate water for firefighting.

To achieve full recognition, tanker shuttle systems must demonstrate:

- Adequate equipment and trained personnel;
- Continuous, reliable access to water sources; and
- Proven flow rates and duration through testing and documentation.

Enhanced designations, such as Accredited Superior Tanker Shuttle Service, can be recognized as equivalent to hydrant protection, but only where rigorous standards are met and maintained.

NFPA 190, Standard for Aircraft Rescue and Firefighting Vehicles, Automotive Fire Apparatus, Wildland Fire Apparatus, and Automotive Ambulances, suggests that firefighting apparatuses be replaced after 25 years. The regional reality is that many Saskatchewan municipalities

simply cannot replace trucks and tanks after 25 years, and in many cases, it would be unrealistic to do so if the apparatus has only a few thousand miles on it, or a few hundred hours of use time.

THE DATA PROBLEM: WHY GRADES DON'T ALWAYS REFLECT REALITY

FUS grades are only as accurate as the data submitted. In Saskatchewan, many communities have historically had incomplete or outdated information on file – particularly related to water supply capacity and reliability.

As a result:

- Communities may be underrated despite real investments in equipment or infrastructure;
- Grades can change unexpectedly at renewal when data is updated; and
- Long-standing risks may see premium increases with no visible local change.

When grades don't "make sense," the issue is often more complex than firefighting capability. It could be missing or insufficiently documented fire flow and water supply data. An example of this was the fire protection rating for the town of Outlook being negatively affected by data that suggested the municipality did not have sufficient water access despite being situated on the banks of the South Saskatchewan River and boasting the town slogan of *Irrigation Capital of the Saskatchewan*.

GIS MAPPING AND THE SHIFT TO PRECISION

Since 2012, FUS has been transitioning to Geographic Information Systems (GIS) mapping, incorporating:

- Fire hall locations;
- Hydrant and water source data;
- Road networks and civic addressing; and
- Fire protection boundaries.

This shift from postal code-based assumptions to geolocation-based grading has improved accuracy – but has also disproportionately impacted rural and

edge-of-boundary risks. Many recent “downgrades” are, in fact, corrections.

PROVISIONAL GRADES AND TIMING

When FUS identifies a potential downgrade, it may assign a **provisional grade**, giving the municipality time to address deficiencies. For brokers, this could create a moving target. A risk may appear stable, only to shift significantly if a provisional status expires without resolution.

WHERE BROKERS FIT IN

IBAS has emphasized an important distinction:

- Disagreeing with a grade is not the same as demonstrating that a grade is incorrect under FUS rules.

Effective advocacy relies on evidence, not perception. That may include:

- Confirming distances and mapping accuracy;
- Identifying updated municipal data not yet reflected in FUS; and
- Working with underwriters where discretion or review is available.

It is also important to recognize that insurers treat FUS data differently. Some allow manual overrides or underwriter

review; others rely strictly on automated systems. This inconsistency is why similar risks can produce different outcomes across markets.

PRACTICAL TAKEAWAYS FOR BROKERS

- **Set expectations early.** Explain that FUS is a technical system, not a reflection of local effort or service quality.
- **Watch for renewal changes.** Grade shifts may reflect updated data or GIS mapping, not new local conditions.
- **Advocate to insurers with evidence.** When something appears incorrect, support your case with verifiable information.
- **Contact IBAS.** In 2023 when our team began to field increasing calls on FUS related issues, it was believed that of 766 Saskatchewan municipalities *zero per cent* of towns, rural municipalities, northern communities, and villages had data updated in the previous five years, and 31 per cent of the province’s 16 cities had updated information. By early 2025, it was reported to IBAS that over 51 per cent of Saskatchewan communities have had information updated in the past five years.

The Fire Underwriters Survey is a powerful underwriting tool – but it is not a perfect one. For Saskatchewan brokers, success lies in understanding that difference, communicating it clearly, and stepping in with informed advocacy when the data is the issue. #

The advertisement features the Peace Hills Insurance logo at the top left. The main headline reads "Ask us about our Commercial Appetite!". Below this, four categories are highlighted with images and text: "Exterior & Renovation Contractors" (with an image of a construction worker), "Beauty Parlours" (with an image of a hair salon), "Restaurants, Catering & Take-out Food Service" (with an image of a restaurant interior), and "Janitorial Services" (with an image of a person cleaning). At the bottom, it says "...and more! Ask your Peace Hills Business Development Advisor for information." and includes the website "PEACEHILLSINSURANCE.COM".

Advancing the Broker Channel Through CSIO Standards

By Brian Warkentin, Director, Solution Architecture and Technology, CSIO

As Canada's leading property and casualty insurance technology association, the Centre for Insurance Operations (CSIO) develops, governs, and promotes data standards to improve workflow efficiency for brokers. When insurers and software vendors commit to standards, they enable seamless data exchange and reduce administrative burden, allowing brokers to focus on what matters most: their clients.

Each year, advancing data standards remains a strategic priority for CSIO to support the broker distribution channel and recognize member excellence. Highlighted below are current initiatives aimed at driving connectivity and technological innovation across the industry.

CLEARLY LABELLED EDOCS

Our eDocs standards provide concise codes and descriptions that enable brokers to instantly determine whether an eDoc requires action in their broker management system and retrieve it when needed. This helps brokers reinvest valuable time and money into customer-focused tasks.

In fact, CSIO's eDocs Savings Calculator allows brokers to discover their potential time and cost savings when insurers and vendors use eDocs Standards. By completing the calculator, brokers reported saving six hours per week by not needing to open or relabel eDocs in their BMS. Take one minute to visit csio.com and see how much you can save.

STANDARD COVERAGE CODES

CSIO has made notable advancements in eliminating Z-Codes (non-standard coverage codes), helping

insurers remove more than 1,200 codes in 2025 alone. By using CSIO standard codes exclusively in their data exchange services, insurers demonstrate a strong commitment to operational efficiency.

For brokers, the results are significant as they no longer need to rename a Z-Code or access an insurer portal to identify a policy's coverage. Similar to eDocs, standard coverage codes ensure accurate data in a broker management system, saving brokers time and money each week.

REAL-TIME COMMERCIAL LINES QUOTES

Commercial lines data standards incorporate 386 Insurance Bureau of Canada codes to support real-time quoting using an application programming interface (API). When insurers and broker management system vendors implement these standards, brokers see tangible benefits, such as receiving quotes in seconds rather than hours or days. Furthermore, instead of re-entering information into portals, brokers can remain within their broker management system throughout the quoting process.

In short, commercial lines data standards help brokers reduce time and operational costs while enhancing the client experience. Brokers can also calculate their savings by completing CSIO's commercial lines savings calculator on our website.

CERTIFICATION RATINGS RECOGNIZE STANDARDS EXCELLENCE

Members who commit to CSIO Data Standards and earn a certification deserve recognition for data exchange and driving the adoption of emerging

technologies. These achievements are showcased through CSIO's Standards Certification Ratings Program, which awards ratings based on an organization's level of standards implementation. CSIO congratulates those members who have earned Platinum, the highest rating*:

- Applied Systems Canada;
- The Commonwell Mutual Insurance Group (personal lines);
- Definity Financial Corporation (personal lines);
- Gore Mutual Insurance Company (personal lines);
- Northbridge Insurance (commercial lines); and
- Wawanesa Insurance (personal & commercial lines).

Since the program's launch, several members have improved their certification ratings by adopting data standards and obtaining certifications. Visit the CSIO website to check an insurer and broker management system vendor's rating.

SPEAK WITH CARRIERS AND VENDORS

For brokers to fully benefit from seamless data exchange, both insurers and vendors must work together to integrate CSIO Standards. Through working groups, testing tools and guides, CSIO supports them every step of the way. Speak with your insurer or vendor for updates on CSIO standards initiatives, including implementation timelines.

Follow CSIO on LinkedIn for regular industry updates. IBAS members can create a free account on the CSIO website to access membership benefits.

Brian Warkentin is Director, Solution Architecture and Technology at the Centre for Study of Insurance Operations (CSIO). He works with industry stakeholders to advance technology standards and digital solutions that improve connectivity between brokers and insurers. Warkentin has more than 20 years of experience in insurance and technology, with a focus on APIs, cloud adoption, and systems integration. #

*Platinum Ratings are accurate as of February 24, 2026. Insurers are assigned separate ratings for personal and commercial lines, while vendors receive one overall rating.



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Supporting Saskatchewan Neighbours

By Red River Mutual

INVESTING IN THE SPACES WHERE COMMUNITY HAPPENS

For Red River Mutual, protecting what matters most extends beyond insurance coverage. It includes investing in the spaces where people gather, connect, and build their futures.

That commitment is evident in Saskatchewan, where local organizations, youth programs, and broker partners continue to shape the company's community efforts.

In 2020, the Boys and Girls Clubs of the Battlefords (BGCB) was among the early recipients of Red River Mutual's Spruce Up Your Story program. The organization received nearly \$36,000 to transform its basement into a dedicated space for the Cenovus Energy youth program, formerly supported by Husky Energy.

The after-school program provides youth aged 11 to 14 with structured activities, opportunities to socialize, field trips, and the chance to prepare snacks together.

Before the renovation, the space was unfinished, with concrete floors and exposed drywall.

"We didn't even have a bathroom," said Nicole Combres, executive director of BGCB. "It was functional at best, but it didn't reflect the pride or potential of the youth who used it."

A RENOVATION THAT SPARKED LASTING CHANGE

The impact of the renovation was immediate.

Participation increased across BGCB programs, including after-school initiatives in four elementary schools, summer camps, drop-in programming, and a weekend kitchen program where youth develop practical life skills.

Combres recalled the reaction when the space reopened.

"There was a mixture of excitement and shock – they were blown away," she said.

Six years later, the space remains a central hub for activity and connection. Many of the original participants have returned as volunteers or mentors, and the organization continues to expand its reach.

BGCB is now developing a new location focused on free sports, arts, and music programming.

EXPANDING SUPPORT FOR SASKATCHEWAN YOUTH

The success of the BGCB project reinforced Red River Mutual's focus on youth initiatives across Saskatchewan.

"By working alongside our broker partners, we extend our impact into the communities we collectively serve," said Jennifer Ewankiw, vice-president of sales and strategic excellence at Red River Mutual

Spruce It Up



Red River Mutual's community sponsorship will award up to **\$25,000 to well-worn, well-loved spaces** from across Manitoba and Saskatchewan — with \$150,000 total available to support community revitalization.

If your community's space is ...

- Supporting community belonging
- Improving sustainability
- Enhancing accessibility
- Addressing essential needs

... we want to hear your story!

One example is its partnership with HoopLife Basketball, a provincial development program offering camps, training, memberships, and open gym opportunities aimed at building skills, confidence, and leadership among young athletes.

Through partnerships such as these – often in collaboration with local brokers – the company supports initiatives designed to help youth succeed both on and off the court.

STRONGER COMMUNITIES THROUGH BROKER COLLABORATION

Broker partnerships remain central to Red River Mutual's community investment approach.

In Saskatchewan, the company has supported organizations such as the Community Living Association Saskatoon Inc. (CLASI), which provides person-centred supports and inclusive programming, and SaskAbilities, which delivers independent living services, employment supports, and accessibility-focused products.

In 2025, SaskAbilities marked its 75th anniversary, which was recognized by the Government of Saskatchewan as "SaskAbilities Day."

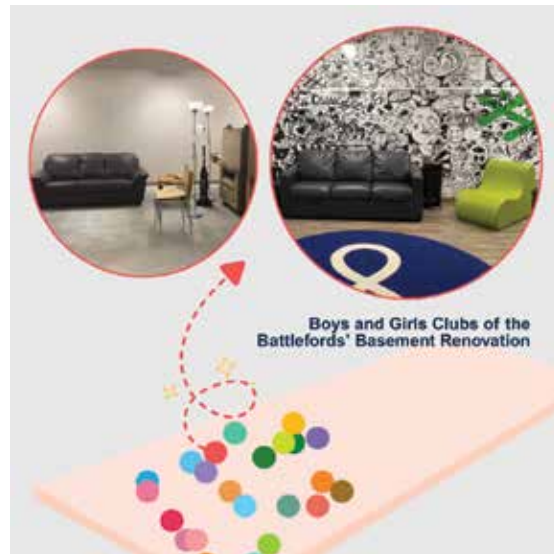
That same year, Red River Mutual contributed more than \$33,000 to Saskatchewan communities through Spruce Up Your Story and broker-led initiatives.

WHY SPRUCE UP YOUR STORY MATTERS

Unlike many funding programs that limit support for capital or renovation costs, Spruce Up Your Story focuses on improving the physical spaces where community programs operate.

"Very few funders want to support capital projects," Combres said. "It is less appealing to say they invested in something like a washroom. But those investments are essential."

Over the past six years, Red River Mutual has supported 23 organizations across 21 Saskatchewan communities.



Projects have included expansions, renovations, and upgrades that strengthen local infrastructure.

Recipients have included Creighton Lodge Kitchen in Estevan, the Good Neighbours Food Centre in Rosthern, and Ronald McDonald House Charities Saskatchewan in Saskatoon.

LOOKING AHEAD

As Red River Mutual expands its presence in Saskatchewan, it continues to focus on strengthening broker relationships and enhancing service delivery.

This includes ongoing efforts to improve underwriting accessibility and broker service to better meet the needs of Saskatchewan communities.

A SHARED FUTURE WITH SASKATCHEWAN BROKERS

At its core, Red River Mutual's work in Saskatchewan is grounded in partnership – with brokers, policyholders, community leaders, and residents across the province.

The company says it remains committed to supporting the places where communities gather and grow.

Applications for the Spruce Up Your Story program are open until May 31, 2026. #



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2025 Canadian Accredited Insurance Broker Graduates

IBAS hosted its CAIB Graduates Dinner at the Remai Modern in Saskatoon, celebrating the achievements of the province's newest CAIB designees. The evening featured keynote speaker Elia Saikaly (featured on the cover), whose remarks on resilience and purpose resonated with attendees. In recognition of the graduates, Saskatoon Disaster Services DKI donated \$100 per graduate to Ronald McDonald House Charities, matched by SGI CANADA in honour of outgoing IBAS Chair Sarah Johnston.



Congratulations

to the following students that completed their CAIB education in 2025.

Bora Insurance Brokers Ltd.

Tamara Connell

Butler Byers Insurance Ltd.

Neville Fernandes

Cherry Insurance Ltd.

Blair Hall

Megan Reckhard

Shantell Gray-Gareau

Taryn Davies

Cornerstone Insurance Services Incorporated & Swift Digital Insurance

Erika Johnson

Jessica Waldron

Naomi Schnitzler

Rozeni Aguilar

Crystal Agencies Inc.

Casey Nixon

Eastend Agencies Ltd.

Nathan Zelnis

Frontier Southwest Agencies Ltd.

Wendy Thomas

Harvard Western Insurance

Cameron Pickering

Yvonne Block

HK Henderson Insurance Inc.

Crystal Probetts

Katherine Spearing

Paige Kergen

Hub International Insurance Brokers

Jenifer Ancheta

Lise Daum

Thomas Jordens

Johnston Agencies

Joel Clark

Sydney Paslowski

K5 Insurance

Andrea Moritz

Knight Archer Insurance Ltd.

Amanjot Kaur

Donna Hack

Sunny Kumar

Terra Slifka

Legare Agencies

Annette Legare

Melinda Laventure o/a Leoville Agencies II

Stephanie Uebell

Prosperity Insurance Ltd.

Gladys Ferrufino

Jan Huska

Lisa Bell

Rayner Agencies Ltd.

Jennifer Justin

Rutherford Agencies Ltd.

Chantal Ryan

Steen Agencies Inc.

Brittany Nygaard

Tom Agencies Ltd.

Karlee Kabatow

TSA Insurance Ltd o/a Proven Insurance

Gracie McCord

Melissa McKee

Shawna Doucette

Western Financial Group (Network) Inc.

Cindy Volsky

Kimberley Schaefer

Raelynne Campbell

Rosemarie Steketee

Westland Insurance Group Ltd.

Alisa Planeto

Candace Sharpe

Ellen Cavers

Janelle Beaudry

Kathleen Brown

Krysta Field

Maria Sacher

CANADIAN ACCREDITED FINANCIAL BROKER
GRADUATES
Dinner
HOSTED BY
SIBI

INSURANCE BROKERS ASSOCIATION
OF SASKATCHEWAN
THURSDAY, APRIL 16, 2026
REMAI MODERN, SASKATOON

Errors and Omissions Education for IBAS Members & Working with Sage Advisory Resources

By Katy Lovegrove, professional development & Sage Advisor Resources Corp. Manager, Insurance Brokers Association of Alberta

IBAS member brokerages insured with Sage Advisory Resources can access Insurance Brokers Association of Alberta (IBAA) Errors and Omissions (E&O) webinars at member pricing.

Sage E&O products are underwritten by Swiss Re Corporate Solutions America Insurance Corporation - Canada Branch. As a result, Saskatchewan brokerages insured through the program may be eligible for a loss-control credit, or discount on their E&O policy, when the required number of staff attend a Sage-hosted webinar.

Each webinar is 3.5 hours in length and is eligible for continuing education (CE) credits.

WEBINAR TOPICS INCLUDE:

- Best practices for insurance brokers, informed by the International Institute of Business Analysis;
- How E&O claims arise and practical ways to reduce risk;

- The role and importance of the application process; and
- Client touchpoints across the policy lifecycle, including marketing, sales, endorsements, claims, cancellations, and new business.

Sage Advisory Resources is a wholly owned subsidiary of the Insurance Brokers Association of Alberta. While Sage is owned by IBAA, its programs are made available to brokers beyond Alberta through partnerships with other provincial associations, including IBAS. Through this relationship, IBAS members can access Sage insurance programs and education offerings, such as errors and omissions coverage and risk-management training, under terms negotiated for association members.

IBAS members can visit the IBAA website to register for available E&O education opportunities. Brokerages insured with Sage Advisory Resources are eligible for member pricing.

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SAGE CYBER PROGRAM FOR IBAS MEMBERS

Sage now offers its cyber insurance program through BOXX Insurance. Under this program, IBAS members have access to cyber coverage that includes financial crime protections, offered at competitive rates.

The program is structured as an integrated package combining cyber coverage with risk management and incident response support. Coverage includes, but is not limited to:

- Incident response costs;
- Data restoration expenses;
- Business interruption, including contingent business interruption;
- System failure and contingent system failure;
- Financial crime and fraud; and
- Cyber extortion and ransomware-related expenses.

In addition to insurance coverage, the program includes three complementary services:

Hackbusters® Incident Response Team

24/7 access to BOXX's specialist cyber response team. Security professionals are available to help contain threats and support recovery efforts, without the need to file a claim first.

Virtual Chief Information Security Officer (vCISO)

A 30-minute consultation at the start of the policy to assess the organization's cyber security posture, along with ongoing access to strategic guidance as needed.

Cyberboxx® Assist Tools and Services

A suite of cyber security tools designed to help organizations identify, manage, and respond to cyber risks. These services include scanning technologies, risk assessments, and training and compliance resources to support proactive cyber risk management.

Brokerages interested in working with Sage Advisory Resources for E&O, cyber, or other coverage can visit the IBAA website, where Saskatchewan-specific applications and program information are available. 📄



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Q&A WITH

Wayne Wyborn

PRESIDENT & CEO

PORTAGE MUTUAL INSURANCE

Q When did you join Portage Mutual Insurance, and in what position? Do you remember your first day or any interesting moments that first week?

A I joined Portage Mutual on June 2, 1986, as an underwriter trainee. I was fresh out of college and needed a job to pay my student loans. I knew nothing about insurance, but “underwriting” sounded intriguing. They started me in the farm department, and I quickly realized how little I knew. That first week or so my supervisor was reviewing every application that I underwrote, and it became a personal challenge to get at least some applications past her without any errors.

Q What are you most proud of from your time with Portage Mutual?

A Portage Mutual is such a great company. There are many things to

“I am most proud of the team that we have built over the years. We have a great group of dedicated employees assisting our brokers and policyholders, and volunteering and supporting the communities that we serve.”

be proud of, but I would say that I am most proud of the team that we have built over the years. We have a great group of dedicated employees assisting our brokers and policyholders, and volunteering and supporting the communities that we serve.

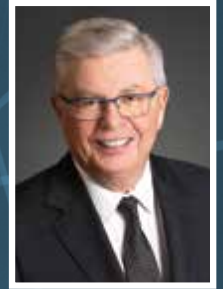
Q What do you like most about working in insurance?

A It is never boring. There is always some new challenge to keep us engaged – and we get to help a lot of people when they need it most.

Q If you didn't go into insurance, what would you have done for a career?

A I grew up on a small farm and would have happily continued farming, but I went off to college to study business administration and I majored in accounting. But when I graduated, I knew that there would be a whole lot more training and education required if I was to pursue my accounting designation – so when the opportunity to join Portage Mutual arose I went into insurance and spent the better part of the next 40 years taking many

“Wayne is a servant leader who views leadership as an opportunity to serve others, to share power and drive engagement, and to measure success through growth and development. His commitment to modernizing the Company’s culture and empowering the Executive leadership team has well-positioned Portage Mutual for continued success.”



Brent Gilbert, B. Ed., CCIB, ICD.D
Corporate Director, Portage Mutual Insurance Company, Board Chair

continuing education courses including my CIP and FCIP designations. In the process I developed a great appreciation for the benefits of continuous learning – and I came to realize what a wonderful industry it was.

Q What do you plan to do after you retire?

A My wife and I bought a vacation property in southern MB where I plan to spend lots of time tinkering with metal and woodworking. I also have a whole library of unread books on kindle that I plan to get to. In addition, I have been involved with

several boards over the last decade, and I am open to doing more board work should an appropriate opportunity arise.

Q What advice do you have for young people looking to enter the insurance industry?

A Keep an open mind, embrace the benefits of continuous learning, and don’t be afraid to step outside your comfort zone. This industry has a huge variety of opportunities for anyone willing to put in the effort. One of the best pieces of advice that I received early on in my

career was: “Regardless of what it says in your job description, your primary task is to make your boss look good”. I never forgot that, and it is a philosophy that has served me well over the past 40 years.

FLASH ROUND

What is your favourite?

TV show: I am a bit of a Netflix junkie, but I rarely watch regular TV shows. I like the limited series that they offer – usually something in the action/adventure category.

Book: *The Stand* – Stephen King

Sport: Kayaking/Canoeing

Hobby: Fish keeping/Aquariums

Saturday morning breakfast:
Bacon and Waffles

Comfort food: Grilled Cheese

Dream vacation: A quiet beach with warm water and no crowds. 🏖️

“Keep an open mind, embrace the benefits of continuous learning, and don’t be afraid to step outside your comfort zone. This industry has a huge variety of opportunities for anyone willing to put in the effort.”



AI, Atmospheres, & Marshmallows in a Sauna

By Pete Tessier, Host, The Insurance Podcast

As the first quarter of 2026 draws to a close, several insurance trends are already emerging. As someone who attends many industry conferences, I can say there was no shortage of discussion about 2025's trends early this year. Some trends continue while others are gaining new attention and traction.

CLIMATE

Canadian winters are notoriously harsh, but when was the last time the entire country felt the pain of winter at once? It is important to remember that climate and weather are not the same. Weather is a byproduct of an evolving climate cycle, and this year, Canada has experienced what some might call a regression to the mean in terms of traditional winters.

I happened to be in Toronto the day it received 58 centimeters of snow – a record, and the highest amount since 1944. The Prairies endured prolonged deep freezes, with temperatures dropping below -30 C before wind chill. In Atlantic Canada, geography divided the region, with some areas getting excessive snowfall and others much less. Places that needed moisture after a dry summer did not receive enough, which is concerning.

While climate is always a topic, what does this mean as we move into spring and then catastrophic-loss

season? In British Columbia, much of the snowpack was washed away early, then replaced, and now another atmospheric river is causing further loss of future moisture in the lower mainland. Insurers are adapting to increasingly unpredictable and inconsistent weather patterns through new modelling. As fire season approaches, new technology is measuring moisture content in surface areas and different tree species, providing insight into how potential wildfires might behave and spread. Be prepared for more challenges insuring remote risks and advising on loss prevention.

TECHNOLOGY

Artificial intelligence is gripping the industry, but whether it is a panacea or a peril remains unanswered. It is easy to claim that insurance companies cannot survive without it, but is that accurate? The most significant trend I have seen is that truly progressive organizations in insurance are taking a research and development approach. They are investing resources – not just money – into learning, understanding and testing AI for their own needs, not simply adopting what others say they need.

Here is one way to evaluate new technology, products, founders and leaders: underwrite them. Research each

founder's background, the company's history, and the actions of senior management. Do they stay with the companies they start? Are they serial entrepreneurs who are simply skilled at raising capital? How have their past products and companies performed? Are they still in business today?

Consider technology like you would the risk class of restaurants. More and more technology is arriving quickly, but the insurance industry has been fooled before. Now, more than ever, those with lingering tech debt are especially discerning.

RATES

Yes, rates are softer than a marshmallow in a sauna, and they are going to remain that way. Most estimates suggest another two years of this, largely because there is so much capital in the market, starting with reinsurance. The trend is to buy business when it is cheap – putting pressure on consolidation in case conditions deteriorate.

What should brokers do in times of declining rates and revenue? That is the million-dollar question. I would seek advice from people who have seen this kind of market before. During the hard market in recent years, many senior insurance professionals would

say, "I have never seen anything like this. I don't know what to do." Now, those same people are saying it again – and this time they really mean it.

"When people are greedy, be fearful, and when people are fearful, be greedy," said Warren Buffett, the Oracle of Omaha. But what if both statements are true? The likely outcome is that companies and brokers will need to find new ways to deliver value to resist the rate trend. Now is the time to worry less about retention and get creative about value – and to plan ahead for when the next hard market appears unexpectedly.

CONSOLIDATION & GROWTH

Broker consolidation has started more slowly in 2026, but that does not mean it will stay that way. The major players are becoming more selective, and they might even look beyond EBITDA – or at least that is what their financial backers are saying. The unexpected problems from consolidation are real: according to one analyst I spoke with recently, 27 per cent of brokers are responsible for 82 per cent of broker-written business. The old 80/20 rule is on full display.

The trend to watch is which brokers get attention from companies. There is only one person in the insurance industry lazier than a broker hearing that "Everything is the same – renew as last year, please," and that is an insurance company program manager in a soft market. They are giving out capacity and rates like Halloween candy at the end of the night to their largest partners and will keep doing so because it's simply easier to work with the 27 per cent who control most of the market share.

SO, WHAT DOES ALL THIS MEAN?

The more things change, the more they stay the same. A phrase I often use is "What is old is new again," and to be honest, that is exactly what we are seeing. The impacts of a changing climate have been a factor for more than 15 years; the industry is simply gaining a better understanding of how to plan and respond.

Technology has driven change since the 1990s, but has anything really moved the needle? Both insurers and brokers have been marketed all-encompassing solutions for every problem, yet they continue to patch together their own systems that work for them. Not even a functioning CSIO will change that.

Rates will always be an issue. During the hard market, insurers and brokers used rates as an excuse for inaction, and now, in the soft market, rates are still an excuse. Create the value you want to deliver and sell that. It's not as though this idea has never been voiced before, but here we are again – treating it like a remarkable new insight.

Finally, consolidation will not go away as long as cheap money and value are available. That has always been the case; only the scale has increased, like inflation on an asset purchase. If a broker is growing, it will get attention, and the old adage still applies: "The sweet perfume of preferred premium will find those who can deliver it." Instead of worrying about trends, start finding ways to buck them and create your own.

Pete Tessier is the host of The Insurance Podcast, co-founder of Taycon Risk, and a director with the Canadian Association of Managing General Agents. A common fixture at insurance industry events, Pete is a regular moderator, guest speaker, and facilitator. #

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Mindfulness Minute: Powered by Saskatchewan Blue Cross

By Nicole Korpusik, Nicole Korpusik Leadership Consulting

Do you come home exhausted, even though your step count says otherwise? If that sounds familiar, you are not alone.

It is not you – it's the process.

In the insurance industry, what we do hasn't changed, but how we do it has. And right now, those processes aren't working as smoothly as they should. Brokers who once felt confident and efficient are now spending extra time navigating systems, reworking quotes, and troubleshooting issues outside their control.

Let's be clear: this is not a knowledge problem, it is a process problem.

And when processes break down, they quietly drain our energy, patience, and confidence.

So, what can you control?

Start by protecting your capacity. Use foresight. Organize your schedule further out. Build realistic buffers into your day

for interruptions and unexpected issues. Avoid filling every moment with reviews, quotes, and renewals. Create visual systems that clarify roles and priorities. Use simple checklists to reduce back-and-forth and decision fatigue.

Lean into your team. If the current system isn't working, it may be time to adjust how the work-flows. Shared effort and playing to each other's strengths can improve both efficiency and morale.

Clear communication within your team and with your clients. Unmet expectations cause conflict. Set expectations early, encourage appointments where possible, and be transparent about timelines and requirements. When people know what to expect, tension drops for everyone.

Finally, throughout the day, take small moments to **reset**. Step outside for fresh air. Take a quick walk. Share a laugh with a coworker. Savour a favourite drink or snack. Be present in that moment.

Feeling out of control drains us, so finding ways to regain some control can refill our tanks and reignite that spark. 🚀

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CAIB 1 (2011 Edition) Immersion

May 25 - 30, 2026

Zoom e-delivery (\$950 +GST per student, member pricing)

CAIB 2 (2011 Edition) Immersion

June 15 - 20, 2026

Zoom e-delivery (\$950 +GST per student, member pricing)

CAIB 3 (2011 Edition) Immersion

September 14 - 19, 2026

Zoom e-delivery (\$950 +GST per student, member pricing)

CAIB 1 (New Edition 1.0) Immersion

October 19 - 24, 2026

Zoom e-delivery (\$900 - \$1500, member pricing varies)

CAIB 4 (2011 Edition) Immersion

November 2 - 8, 2026

Zoom e-delivery (\$1050 +GST per student, member pricing)

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