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15 April 2020

Dear industry member:

FCNB has received a number of questions from industry and industry groups regarding new operational realities presented by the COVID-19 pandemic. You play a key role during this crisis by ensuring consumers continue to have access to vital insurance products. We thank you for your patience while we adjust our own processes to adapt to these circumstances.

To coordinate responses and engagement with industry, various working groups have been formed and are meeting regularly to try and bring clarity for industry as this situation unfolds. We anticipate further communication from some of these working groups in the near future.

At FCNB, we have taken measures to ease administrative burdens on industry so that priority can be given to servicing increased consumer needs. Through the Canadian Council of Insurance Regulators (CCIR), reporting dates for Annual Statements on Market Conduct have been revised and extended to 1 July 2020. FCNB has also extended the comment period for our consultation paper on diagnostic and treatment protocols to 18 June 2020.

With regards to licensing, the province's emergency measures order has extended all licences, registrations, certificates and permits issued by the province. This means all insurance agent, broker, adjuster or damage appraiser licences, valid as of 16 March 2020, will remain valid until 31 May 2020 unless suspended by a court or by another authority under an Act of the Province. Given recommendations related to COVID-19 pandemic with respect to social distancing and limiting gathering in large groups, FCNB has suspended the LLQP exam sessions until further notice. For those impacted by these cancellations, certification for LLQP candidates has been extended to 31 December 2020.

Licensing functions remain available through the online portal for those who wish to renew their individual licence or apply for a new licence. For inquiries related to new Insurer licences or renewals, please contact insurance.licensing@fcnb.ca, as our office will accept the required forms via email.

Several provisions under the *Insurance Act* require notification or delivery by registered mail. It is our understanding that, at this time, registered mail remains available through Canada Post. Although Canada Post has, and may continue to, modify its procedures for registered mail, this remains an option for meeting that statutory requirement. We would encourage you to monitor updates from Canada Post. Alternatively, please consult the *Electronic Transactions Act* for guidance on how to effect electronic delivery.

Although FCNB continues to operate during this time, there may be longer than normal response or processing times, as we are currently prioritizing key functionality. We thank you in advance as we continue to adapt to these circumstances and thank you for your cooperation during this difficult time. We encourage you to please reach out should you have questions or concerns.

Sincerely,

Original signed by: Angela Mazerolle
Vice President, Regulatory Operations
Superintendent of Insurance