

**April 18, 2019**

### **CISRO releases its 2019-2022 Strategic Plan**

The members of the Canadian Insurance Services Regulatory Organizations (CISRO) are pleased to announce the release of CISRO's Strategic Plan for the period of April 1, 2019 to March 31, 2022. CISRO's members are the regulatory organizations responsible for oversight of insurance intermediaries in Canada.

CISRO's strategic priorities for 2019-2022 focus on a cooperative approach to (i) the regulation of financial services and insurance technology ("fintech" and "insurtech") and (ii) the oversight of intermediaries; and (iii) formalizing inter-jurisdictional information sharing protocols.

In developing this Strategic Plan, CISRO considered input from members and stakeholders, obtained through a formal consultation process over the spring and summer of 2018. Current CISRO initiatives were also taken into account, including the review of licensing qualifications for general insurance and ongoing work related to the Fair Treatment of Customers guidance issued in fall 2018 in conjunction with the Canadian Council of Insurance Regulators (CCIR).

This Strategic Plan reflects CISRO's evolution since its formation in the mid-1990s. Over the past 2-3 years, members have reviewed the organization's mandate and considered its future direction. This led to the establishment of an Executive Committee in 2017 and a pilot project to determine how a secretariat might increase CISRO's effectiveness. In January 2019, members approved in principle the formation of a permanent secretariat.

"The new Strategic Plan reflects CISRO members' commitment to ensure that high standards are in place for insurance intermediaries and that insurance consumers are treated fairly and have the information they need," said Ron Fullan, Chair of CISRO. "As part of this commitment, CISRO will continue its ongoing work to enhance information sharing and cooperation between members and with other financial services regulators."

The Strategic Plan can be accessed at CISRO's [website](#).

#### About CISRO

The Canadian Insurance Services Regulatory Organizations is a forum of Canadian regulatory authorities who are dedicated to consistent qualifications and conduct of business standards for insurance intermediaries.

CISRO has completed several significant co-operative national projects including the development and introduction of the original Life License Qualification Program (LLQP) in 2003 and an updated and fully harmonized LLQP in 2016; and the implementation, in conjunction with CCIR, of the Canadian Insurance Regulators Disciplinary Actions (CIRDA) database in 2013.

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