



Chambers of Commerce Insurance
Corporation of Canada

Annual Report to Policyholders 2020 – 2021

MESSAGE FROM THE BOARD

As the COVID-19 pandemic persists, smaller businesses, which make up a large portion of the Chambers of Commerce Group Insurance Plan® portfolio, face ongoing challenges. Chambers of Commerce, Boards of Trade, and Chambers Plan continue to assist this community as it fights to recover. With that in mind, as President, I am pleased to present to you this 2020-2021 Annual Report.

The Plan is overseen by Chambers of Commerce Insurance Corporation of Canada (CCICC), which consists of two representatives from each area of the country. The Board actively represents your interests by assessing the Plan's direction and reviewing improvements initiated to ensure its sustainability and value.

Johnston Group is the Board-appointed Chambers Plan administrator, recognized as one of *Canada's Best Managed Companies* every year since 2001, managing the Plan's day-to-day activities, from billings, to processing claims, and providing the highest quality support. This year, the company was also named one of *Canada's Top Small & Medium Employers*, and one of *Manitoba's Top Employers*.

Our Go Green objective has been to reduce paper usage, but the pandemic necessitated the move to digital more quickly than planned. All employee booklets, certificates and benefit cards are now provided digitally unless specifically requested. In July, we launched Online Enrolment for firms, enabling paperless employee additions to their Plans and ensuring employees are simultaneously registered with *my-benefits*® for their own online benefits management. In addition, almost all administrative forms can now be signed using an e-signature, further reducing paper transactions. The move to online provided a significant operating cost reduction, but more importantly, it reduced the impacts of paper delivery on the environment.

We, along with our partner, TELUS, launched an enhanced generic drug interchangeability program. As part of an industry-wide strategy, TELUS now manages a centralized list of interchangeable generic drugs, so they are no longer subject to varying provincial rules, further supporting drug plan sustainability.

In response to the pandemic, Chambers Plan protected firms and their employees by temporarily waiving the waiting period for Weekly Indemnity benefits when due to COVID-19 or an official quarantine order. In April, May, and June, we provided premium reduction adjustments for Dental and Extended Health coverage. These measures, and more, were an investment in our members.

Renewal action was just 3.1%, continuing the Plan's more than 10-year run of providing renewals under 6% and much-needed rate stability. The average renewal action has been just 4.2% over the last five years and 3.8% over the last decade.

COVID has been a challenge for the business community, and, in turn, to Chambers Plan. But our goal has been simple, throughout: to offer unparalleled support to our Plan members in a time of unprecedented adversity and need. Chambers Plan is on solid financial ground and the overall experience for the year has met expectations. New resources are being researched and developed to further improve the user experience, further simplify the application process, and provide additional resources for business owners.

Thank you for choosing Chambers of Commerce Group Insurance Plan and for being a member of your local Chamber of Commerce or Board of Trade.



Chuck Davidson | President

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Regional In Force Premium (as of April 1, 2021)

		Firms	Employees
Atlantic Provinces	\$ 48,088,662	3,744	20,397
Alberta	\$ 65,704,637	4,740	22,256
B.C.	\$ 104,242,157	8,688	41,054
Manitoba	\$ 21,803,722	1,759	8,307
Ontario	\$ 112,097,719	8,707	40,600
Quebec	\$ 53,261,766	1,941	17,910
Saskatchewan	\$ 34,545,253	2,716	13,773
	\$ 439,743,916	32,295	164,297

Claims Paid

Life	419
Short and Long Term Disability	1,646
Extended Health	3,331,643
Dental	217,877



Chambers of Commerce Insurance Corporation of Canada Directors

Alberta

Jack Grant, Cochrane
Ken Kobly, Edmonton

British Columbia

Michael Hind, Coquitlam
Scott Johnston, Langley

Ontario

Bob Armstrong, Lindsay
Debbi Nicholson, Sudbury

Saskatchewan

Steve McLellan, Regina
Randy Beattie, Regina

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