



The Insurance Council of St. Lucia

# Insurance

ISSUE 03 | December 2015

# REVIEW

## An Insurance Stalwart





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# Tribute to the late Geoffery Jennings Clark

My first recollection , memory , of Geoffrey Jennings Clark or J C as he was known to all of us who worked with him at M&C Insurance Department , was of the scent of pipe tobacco smoke . It hung in the air of his office the first time I went there. But that was in an other time when you could even smoke in a plane if you wanted to ! But there was a beneficial side effect , the empty tobacco tins were useful for keeping odds & ends in so most of us had a tin for keeping things like rubber bands , thumb tacks , filing clips , loose coins and so on , and I am sure that if you were to go through the draws at M&C General , the company which grew out of the M&C Insurance Department , today you will find at least one of his tins still being used for that purpose .

He came to St.lucia in 1970 , to take up the post of manager of the Insurance Department of Minvielle & Chastanet , on the recommendation of Mr. Derek Cooper , partner in Cooper Gay & co , a Lloyds insurance broker with whom M&C did business at the time. Under his guidance M&C Insurance Department became if not the , then one of the top insurance entities in St. Lucia . This was not just because of the amount of business which they did , which was quite substantial , but also because of their reputation -- M&C , just like Lloyds could boast , ' Never failed to settle a valid claim which had



been presented to them . And Jeffery Jennings Clark was the embodiment of Lloyds in St. Lucia .

He was a Fellow of the Chartered Insurance Institute and was keen on education & training . If you were to look around the Insurance Industry today you will find that it is , and I use the word in its kindest sense , littered with former M&C Insurance Department employees . I can think of Christine at

IBEC , Joralia at Beacon , Vira at Sun , Armstrong at Agostini , Hazel at Prestige and Royer at M&C General . All these people had their early Insurance training at M&C under JC and went on to have good careers in the industry .

He was a founding member of the St. Lucia Insurance Institute and served that body as President , he was one of only three Honorary members of the Institute and today more than 30 years after its foundation it still continues to serve the industry by providing training opportunities for persons working in Insurance .

He was a President of the Insurance Council of St. Lucia and after retirement served that body as Secretary , more in the nature of a Secretary General , at a time when the Council was crying out for the services of a level headed and experienced individual to administer its affairs , and it is testimony to the work which he did at the time that today the Council is the envy of every other Jurisdiction I the OECS and indeed the wider Caribbean. In 2013 he was inducted into the Councils'

Hall of Fame in recognition of his contribution to the Insurance business .

He was somebody who you could sit down and have a drink with , he enjoyed a good joke and good conversation as well , he was one of us , he was always there and I guess that is why it is all the more difficult to accept that he is gone .

**by Roderick Clarke**



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# ICSL newly elected Executive for 2015/2016

The President, executive and staff of the Insurance Council of St. Lucia would like to thank all persons who attended the recently held 40th Annual General Meeting at Sandals Regency Golf Resort and Spa.

The following officers were duly elected and form the new executive committee for the financial year 2015/2016:-



**MR. CLAUDIUS FRANCIS**  
President



**MR. ALVIN MALAYKHAN**  
Vice President



**MR. WARREN MONTGOMERY**  
Secretary/Treasurer

**MRS. URSULINE MITCHEL-DEBEAUVILLE**  
Chairperson,  
Motor Sub-committee



**MRS. JORALIA ST. LOUIS**  
Chairperson,  
General Sub-committee



**MS. JENNY BERTIN**  
Chairperson,  
Life & Health  
Sub-committee



**MRS. ANNE MARIE HERMAN**  
Chairperson,  
Local Sub-committee



**MR. JOSEPH DOLOR**  
Chairperson, Public  
Relations & Education  
Sub-committee



**MS. TAMARA DANTES**  
Chairperson, Brokers'  
Sub-committee



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# Introducing the **Executive Committee**



## **Claudius J. Francis:** President

Claudius is the director of Francis Rosemine & Co Ltd. Mr Francis has served as President from 1998 to 2000 and was again elected President in 2002, a position he has retained to date. His contribution to the industry is invaluable.

## **Fred A. Malaykhan:** Vice President

Fred is the Director of St. Lucia Insurances Co. Ltd. He previously served as Secretary/Treasurer from 1997 to 2009 and has served as Vice President since 2009.



## **Royer Felix:** Immediate Past President

Royer is the General Manager of M&C General Insurance Co. Ltd. He served as President from 2002/2003 and has been Immediate Past President from 2003 to present.





*Executives continued*

## Waren Montgomery

### Secretary/Treasurer

Waren is the Regional Branch Manager (St. Lucia and St. Vincent) of CGM Gallagher Insurance Brokers Limited. He was first appointed Secretary/Treasurer in 2012 and is currently serving a second term.

## Joseph Dolor:

### Chairperson - Public Relations & Education Sub-committee

Joseph is the Agency Manager (Joseph Dolor Agency) of Pan American Life Insurance of the Eastern Caribbean (formerly ALICO). He is a former President of the Life Underwriters' Association of St. Lucia (LUASL) and is serving his first term as Chairperson of the Public Relations and Education Sub-Committee 2013/2014.



## Joralia St Louis

### Chairperson-General Sub Committee

Joralia is the Branch Manager of The Beacon Insurance Company Limited. She has served in the capacity of Chairperson of the General Sub-Committee of the Insurance Council of St Lucia since 2008. Joralia is the Council's representative on the Climate Change Committee of the Ministry of Sustainable Development, Energy, Science & Technology and also serves on the Flood and Drought Mitigation Committee of the National Emergency Management Organisation (NEMO).



## Ursuline Mitchel-DeBeauville:

### Chairperson - Motor Sub-committee

Ursuline is the Claims Manager and Assistant Manager of United Insurance Company Ltd. She has served as Chairperson of the Motor Sub-Committee since 2012 and is also the Council's representative on the Road Transport Board.





## Jenny Bertin

### Chairperson, Life & Health Sub-committee

Manager of First Caribbean International Bank Broking Department and newly appointed Chairperson for the Life and Health Sub Committee.

## Anne Marie Herman

### Chairperson, Local Sub-committee

Manager of E.C Global and newly appointed Chairperson for the Local Sub-Committee soon to be changed to the Social Affairs Sub Committee



## Tamara Dantes

### Chairperson, Brokers' Sub-committee

Tamara Dantes is an Assistant Broker at CGM Gallagher Insurance Brokers and joined the Executive Team in the capacity of Chairperson of the Broker's Sub Committee for the new Financial Year 2015/16.

# President: Life Underwriters' Association of St. Lucia (LUASL)

The Life Underwriters' Association of St. Lucia is an ex-officio member of the Insurance Council of St. Lucia. The organization is currently inactive and is not represented on the Council's executive committee.

# Insurance Council of St Lucia

## Motor sub-committee



### Committee Members

Ursuline C Mitchel De Beauville –  
Chairperson  
Richard Jn Marie – Garage  
Representative  
Austin Phillip – Technical advisor  
Eric Paul  
Royron Adams  
Magdalene Jn Francois  
Mikael Bernabe  
Vira Albertie  
Sandy Alexander

**The Motor Sub-Committee attends to matters relating to motor vehicle insurance. Some of those functions include but are not limited to:**

- Dealing with complaints against members
- Dealing with complaints against garages
- Assessing and reviewing (as

necessary) various forms used by garages/insurers

- Organizing seminars/workshops for members/garages
- Conducting the annual garage inspections in collaboration with the Ministry of Infrastructure Port Services and Transport

### Projections for the current financial year

The following represents two major projects the committee wishes to undertake during the current year.

- **Police Reports** – Currently a team of attorneys are reviewing the current format of police reports on our behalf. On completion, we intend to work with the Royal St Lucia Police Force in order to provide assistance to ensure that police reports capture more efficiently the necessary information in order to help determine

liability, thereby facilitating the speedy settlement of claims.

- **Motor Vehicle Valuation Seminar** - to help alleviate some of the challenges being experienced due to inconsistencies with on vehicle valuation and damage assessment reports.

**Submitted by:**  
**Ursuline C Mitchel De Beauville –**  
**Chairperson**



# Local (INSURER) SUB-COMMITTEE



**T**he Local Sub-Committee was create to help deal with any issues affecting local insurer as well as to develop initiatives geared toward strengthening these entities. This distinction between local and foreign entities has however been removed through recent legislation making all Insurers registered to operate in St Lucia Local Insurers. This has resulted in the redundancy of this sub-committee which will be revised and formed into the Social Events Sub-Committee.

Until this has been finalised however the Local Sub-Committee will continue to operate in the interest of indigenous insurers while also engaging in social initiatives geared at developing and widening the comradery among all insurers.

## PLANS FOR 2016

### ACTIVITIES ALREADY IN LINE AND SCHEDULED BY THE INSURANCE COUNCIL

- March/April – Annual Retreat
- September – Annual General Meeting
- November – Hall of Fame Induction Ceremony
- December – Christmas Party

### SUGGESTED SOCIAL ACTIVITIES FOR DISCUSSION: 2016 IN COLLABORATION WITH THE INSURANCE INSTITUTE OF ST LUCIA

- Nature walk in collaboration with the Forestry Division

- Poetry night (with an insurance theme)
- A social responsibility project (e.g. Comfort Bay)
- Spelling Bee (Adults vs. kids) end of summer/back to school
- Insurance quiz/competition
- Bingo/Domino competition
- Talent/variety show
- Small goals football
- Cricket
- Family day
- Boat ride

### Chairperson:

*Anne Marie Herman*

### Committee Members:

*Joanna Calixte  
Genette Gustave  
Mary Roberts*



## ICSL PR Initiatives 2015 and Beyond

**Lead by Public  
Relations and Education  
Committee Chairman  
Joseph Dolor**

**W**e leave in a society where insurance lingo and terminology is everywhere.

Terms such as beneficiaries, deductibles and excess form a part of and are used in every day small talk. An Insurance salesman is called an Insurance Agent or Insurance Advisor with some ambitious ones who would venture to call themselves Financial Advisors.

Whereas the insurance act Chapter 12.8 recognizes three distinct insurance intermediaries namely; Insurance Agent, Broker and Insurance Salesman.

Those are but a few of the misnomers and misconceptions that the Public Relations and Education committee of the ICSL will be seeking to dispel clarify and inform the insuring public.

To this end the public can look forward to the launching of a radio program dubbed 'Why Insure' very soon.

Though a series of in-depth programs on a wide range of subject areas, we will seek to educate the insuring public on all matters of insurance that will enable them to have a greater understanding and empowerment to make more informed decisions on their financial security and protection needs.

We are currently in advanced talks with a few radio stations who are all eager to air the program.

The public is also invited to visit and like the ICSL facebook page as in addition to programing information this platform will also be used to disseminate relevant information on the activities of the council.

<https://www.facebook.com/The-Insurance-Council-of-St-Lucia-136232206439802/>

# Insurance Council of St Lucia

## General Sub – Committee



### COMMITTEE MEMBERS:

Precious Ferdinand -Secretary

Waren Montgomery

Armstrong Leon

Christine Maynard

Deborah Raoul

Joralia St. Louis – Chairperson

The General Sub-Committee forms one of the six subcommittees appointed by the Insurance Council of St. Lucia (ICSL) each year. The General Subcommittee is responsible for assisting the ICSL in fulfilling its objectives with specific reference to General Insurance matters.

The objectives of the General Sub-Committee for the Financial year 2015/2016 includes but is not limited to the following:-

- Insurance Magazine – To issue the third and fourth issue of the Insurance Review
- Approved list of Contractors for the industry. In the absence of a Building Code in St Lucia the General Sub-Committee will endeavor to put measures in place to improve the quality of the Building/housing stock by drawing up minimum criteria to be accepted by Insurers for the construction of Buildings. Similar to the approved list of garages for Motor insurance The GSC with the assistance of a civil engineer will be constructing a "Selection and Award Criteria for Contractors" to be used for Property Insurance.
- To develop a standard "Know Your Customer" form for use by the industry.
- To continue to review complaints against Insurance companies.
- To organize seminars on topics relevant to the industry.

**Chair - Joralia St Louis**



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# PRIME MINISTER LAUDS THE ROLE OF INSURANCE

The Insurance Council of Saint Lucia held its Fortieth Annual General Meeting on Thursday, September 24, 2015 at the Sandals La Toc Resort and Spa. The gathering was convened under the theme "Out of Adversity Comes Opportunity." It was a theme reflected by the guest speaker, Prime Minister and Minister for Finance, Economic Affairs, Planning and Social Security, Hon. Dr. Kenny D. Anthony.

Speaking to the "indispensable reality of insurance as a requirement to guard against the unwanted events of life," the Prime Minister pointed out that it is incumbent upon the insurance industry to better educate the people of the Caribbean's disaster-prone, vulnerable nations as to the need for greater coverage.

He went on to remind those present that climate change poses an ever more direct, immediate and very real threat to Saint Lucia and the region, urging his audience to be "grandiloquent advocates for action to promote risk reduction."

Dr. Anthony also spoke to the symbiotic relationship enjoyed between Government and the insurance sector. He noted that the industry has played a vital part in helping navigate the way back to economic stability since the advent of global recession in 2008, paving the way for further economic stimuli.

Said Dr. Anthony,

*"Government has had to seek new areas of foreign direct investment, and new models of public sector investment, while trying to contain debt and a healthy fiscal position. We are sharing the risks through public-private partnerships, which are taking root. Most notably is the Hewanorra International Airport development, which will see the creation of a modern airport that can improve our capacity to expand visitor arrivals.*

*"This year, we are also taking the decision to go the route - like Saint Kitts, Dominica and Grenada - of a Citizenship by Investment Programme to induce investments and improve Government revenues. The Board is in place and we will soon be introducing the regulations necessary to start this investment promotion initiative.*

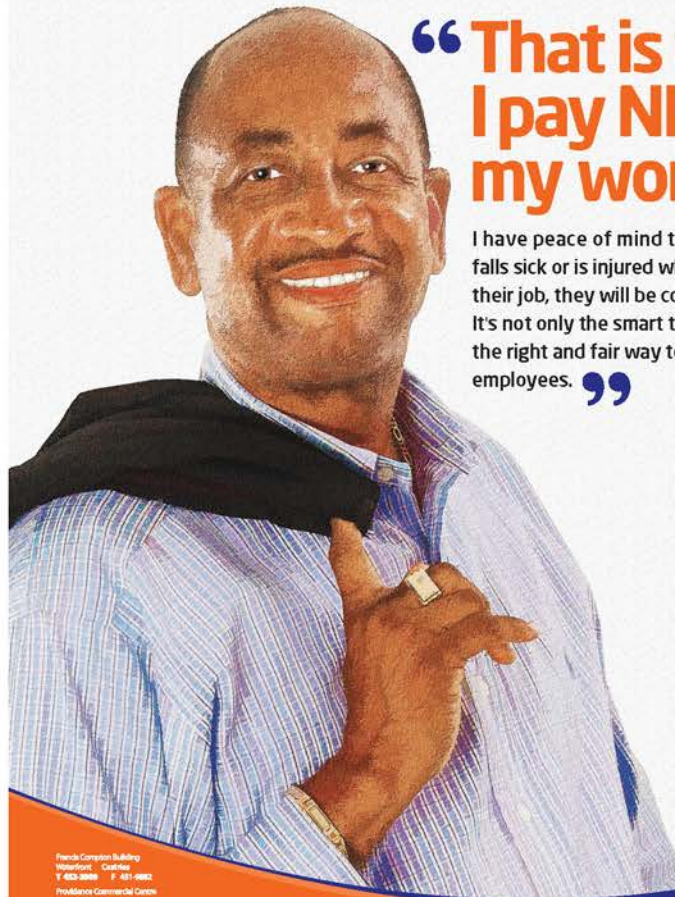
*"The relationship between Government and Insurance also extends to opportunities for investment. Insurance companies are some of the biggest buyers of Government bonds, and especially so in this era of low interest rates elsewhere. We need you and you need us. You need a strong, solvent state that can honour its liabilities and reduce risk. For the Government, insurance companies are partners in managing risks and reducing unforeseen liability."*

The Prime Minister concluded by calling on local insurers to foster dialogue on the major challenges and opportunities presented by the contemporary environment. He encouraged them to engage in "careful calculation, elaborate planning, and learning from valuable experience" the better to manage risk.

END.

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# What Should you Know About Policy Loans

## What are policy loans?

**A** policy loan can be obtained from an insurance company against the cash surrender value of the policyholder's life insurance policy. The cash surrender value is the amount that the policyholder is entitled to receive, upon the cancellation (or death before policy matures) of your life insurance policy.

Cash Surrender Value is calculated as follows:

**Insurance Premium Paid Up to Surrender Date minus Surrender Fees/Expenses**

Section 109 of the Insurance Act Chapter 12.08 of the Laws of Saint Lucia states:

"The owner of a policy which has been in force for at least 3 years, on application to the company, is entitled to surrender the policy and to receive not less than the cash surrender value of the policy less any tax payable and the amount of any debt owing to the company under or secured by the policy."

The surrendering of your policy can result in the surrender value being proportionately lower. If you decide to obtain another insurance policy at a later stage, you can expect a higher premium because your age would have advanced since taking the earlier policy. Therefore, the policyholder should weigh the costs and benefits of such a decision.

### How do policy loans work?

The cash surrender value of the policy serves as collateral for the loan. If the policyholder dies or cancels the policy before the full repayment of the loan, the loan balance is deducted from the amount that is payable to the beneficiary (ies) when the policyholder passes away. Alternatively, non-servicing of policy loans can result in the lapsing of your policy; this occurs when the loan balance equals or exceeds the cash surrender value. Even if you are paying your premiums, if the policy loan is not serviced, it is possible that your policy may lapse.

### How would this affect you?

If you borrowed \$45,000 against a policy with a cash surrender value of \$50,000, failure to make timely payments on this loan may result in the accumulation of interest that will be added to the loan balance. As a result of this it is possible that the loan balance may equal the total cash value, the policy would therefore lapse and the company cancel and net off the loan against the cash surrender value.

### What are automatic policy/premium loans?

Policyholders should be mindful that the non-payment of premiums may trigger an automatic policy loan. In essence, with this type of loan the insurance company automatically generates a loan to cover outstanding premiums, without reducing the cash surrender value of the policy.





The terms and conditions of this loan would be stipulated in the life insurance policy contract. Further guidance can be sought from your financial advisor or insurer.

For example, if you have a life insurance policy with a cash surrender value and you are over thirty/sixty days late (depending on your policy contract), with your monthly premium; your insurer can automatically create a loan on your behalf to cover the outstanding premiums.

### **What are the Advantages of Policy Loans?**

#### **- Convenient**

- o Policy loans are quick and simple to obtain (no need for credit check or verification of income).
- o The loan process is simpler than a bank loan, as the cash value acts as collateral for loan.
- o In the case of the automatic policy/premium loan, it helps the policyholder to maintain coverage in case he/she is late with a payment.

#### **- Competitive interest rates**

- o Policy loans may have lower interest rates than commercial bank loans.

#### **- Flexible repayment**

- o The repayment schedule of the policy loan may be more flexible than with commercial banks.

### **What are the Disadvantages of Policy Loans?**

#### **- Reduction in Assets**

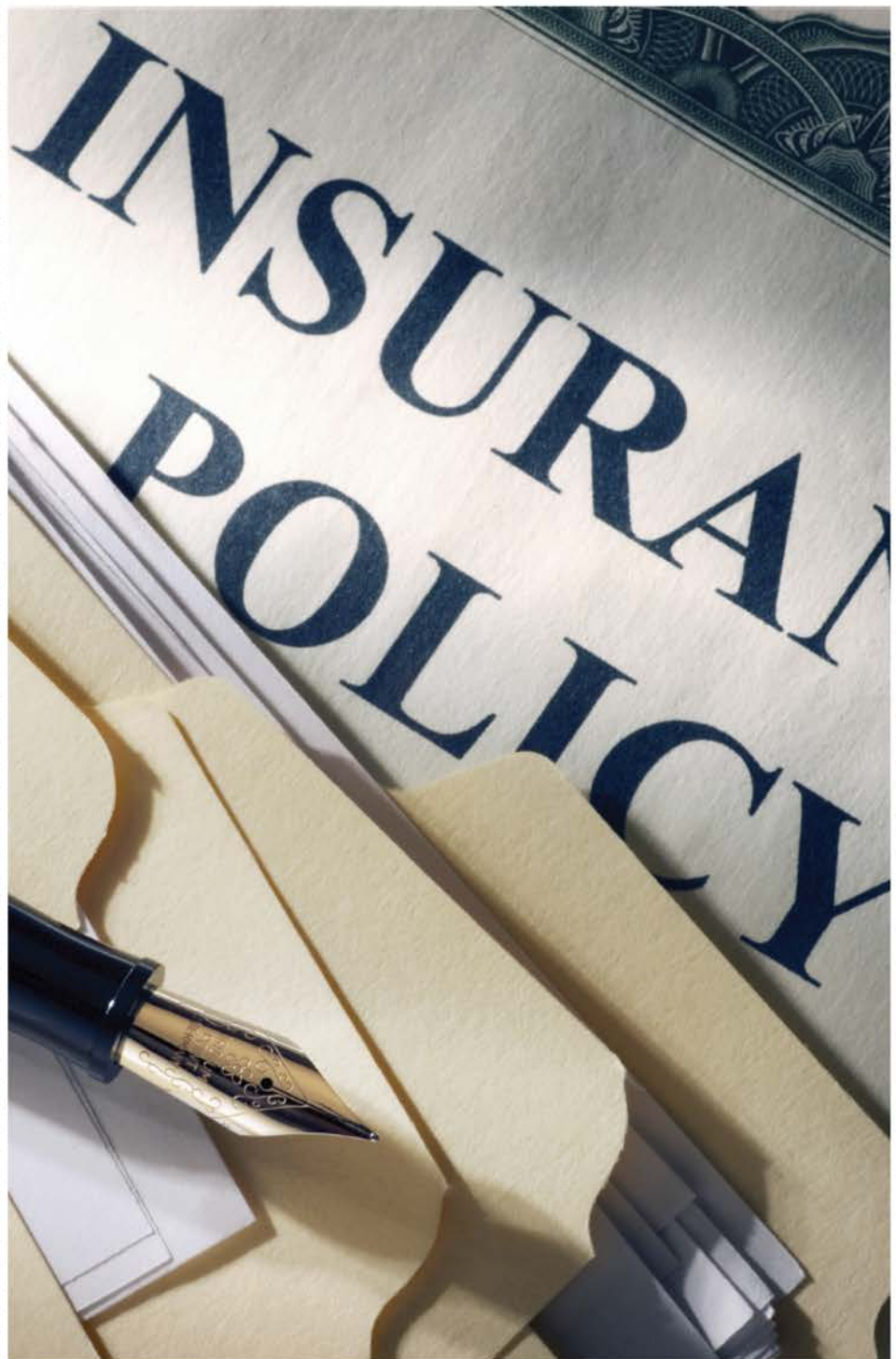
- o The policyholder would have fewer assets to use or borrow against.

#### **- Reduction in future benefits**

- o Unpaid policy loans can reduce total benefits to beneficiaries.

#### **- Lapsed policies**

- o Failure to pay premiums on time may result in lapsed policy and loss of coverage.



It is possible for a policyholder to miss occasional premium payments and while the policy remains in force, over the years the net value of the policy is being eroded without his/her knowledge. This situation could occur even when premium payments are done via standing orders and salary deductions.

While insurers have a duty and obligation to ensure that their clients are duly notified when automatic policy loans are triggered against clients' policies, policyholders should also check with their insurer to verify the status of their policy.

**Author: Financial Services  
Regulatory Authority**

THE INSURANCE COUNCIL OF ST. LUCIA

# ICSL 40th Annual General Meeting

The 40th Annual General Meeting of the ICSL was held on September 24, 2015 at the Sandals La Toc Golf Resort & Spa. The meeting commenced with an address by the guest speaker, Prime Minister, Hon. Dr. Kenny D. Anthony on the theme "Out of Adversity Comes Opportunity".

The President of the ICSL then addressed members on the performance of the insurance sector during the previous year. Subsequently, a new Council executive was elected and the Council's audited financial statements were presented by Mr. Llewellyn Gill.

The afternoon session of the meeting commenced with a presentation by Mr. Calixte Leon, Director of the Financial Services Regulatory Authority. Mr. Leon discussed topics on the insurance industry's performance and other related matters.

Ms. Rosemarie Lovence, an employee of Caribbean Alliance General Insurance Company, was presented with the Roderick Clarke Scholastic Award, for her academic excellence in general insurance exams.





# Food for thought



**T**here is much debate about whether a question answered on a proposal is relevant only at the time of the response or whether it constitutes a "Continuing warranty"

In *Hales v Reliance Fire and Accident Insurance Corporation Ltd.* [1960] 2 LIL Rep 391, QB, the insured, a retail shopkeeper, in answer to the question in the proposal form stating, 'Are any inflammable oils or goods used or kept on the premises?', had said 'Lighter fuel'. A fire took place when some fireworks, which he stored on the premises six (6) months after the acceptance of the proposal, exploded and damaged his shop and trade property. He claimed for a loss under the policy, but the insurance company repudiated liability on the ground, inter alia, that the question and answer in the proposal form were a warranty as to the existence of the fact at the time of the proposal and during the currency of the risk.

Mc Nair J, held that this contention succeeded.

In *Sweeney v Kennedy* (1948) 82 LIL Rep 294, Eire Divisional Court, question 9 in a proposal form stated: 'Are any of your drivers under 21 years of age or with less than 12 months' driving experience?' The proposer answered: 'No'. At the date of the signing of the proposal form no driver employed by the proposer was under 21 years of age or had less than 12 months driving experience. The proposer stated that "this declaration shall be held to be promissory and so form the 'basis' of the contract between me and the underwriters." At the time of the accident in which a third party was injured, the insured's son was driving a lorry covered by the policy. He had over 12 months driving experience, but was under 21 years of age. When a claim was made against the insurers, liability was denied on the ground that the answer given

to the question amounted to a continuing warranty, and that this warranty had been broken because the driver was under 21.

Kingsmill Moore J held that the answer had no reference to the future, nor was such an intention to be presumed from the words of the proposer's declaration.

He said that the argument by counsel for the insurers was that the question and answer, taken by themselves, must in all the circumstances of the case be construed as amounting to a warranty that no driver aged under 21 or with less than 12 months driving experience would be employed during the currency of the policy. The question and answer, so far as grammar was concerned, dealt only with the point of time when the answer was given. But counsel said that the question was meaningless unless it was construed as referring to the future, and that by necessary intendment it must so refer.

Said Kingsmill Moore J, "The value to the underwriters of Q9 was to find out with what sort of person they were dealing. Obviously if Mr. Sweeney habitually employed young and inexperienced drivers, it was a matter to be taken into consideration. Here, also, if the underwriters intended to refer to the future, it is most unfortunate that a printed document tendered by Llyod's Underwriters to persons desiring to insure with them should so be expressed. Here, also, had they intended that this question should carry the meaning which they now suggest, nothing would have been easier than to say so. Here, also, if they did not mean it, I am at a loss to see how the point comes to be taken."

Counsel for the insurers also relied particularly on the sentence 'I agree that this declaration shall be held promissory and so form the basis of the contract.' he contended that the word promise and its cognate words must always refer to a future time.

The Judge rejected this contention, saying: "In this I think he is in error. The most usual meaning of the words 'to promise' is to undertake or to do or to abstain from doing something in the future. But there is a well-recognized second usage in which to promise means to assert confidently, to declare. Such an assertion usually refers to a future state of affairs, but it may also refer to the present, as in

the phrase, "I promise you that it is so." It is true that the Oxford Dictionary classes this latter usage as colloquial or archaic. But an archaism or two in an insurance policy will not give a lawyer familiar with their verbiage too violent a shock. Certain marine policies seem compounded of nothing else but archaism."

He said that he accepted the argument of counsel for the insured that the words were used in this second meaning and remarked: "The interpretation so given [by counsel for the insured] to the word promissory in the proposal form, though unusual, involves no violation of grammar or language. In this interpretation the word can be applied accurately and intelligibly to questions whether they refer to the past, present or future. If this question refers to the future, the answer becomes a warranty as to the existence of a state of affairs in the future. When the question is so couched as to refer to the present or the past. [Counsel for the insurers'] interpretation, on the other hand, not merely tortures language but involves a person who has answered an apparently straightforward question as to the present or past, in a concealed warranty as to the future. Such a carefully camouflaged method of extracting a future warranty would hardly commend itself to this court, and I would be loath to attribute such an intention to the underwriters.

Mr. Sweeney's answer of 'No' was correct in fact. But according to the contention of the underwriters this answer involved a promise never to employ a driver aged under 21 or without 12 months experience. Was Sweeney to safeguard himself by explaining that in certain circumstances he might be obliged, for a longer or shorter time, to employ a driver aged under 21? How far was he to elaborate the circumstances which had not yet arisen and which might be difficult to foresee? I cannot conceive that an applicant for insurance, who is asked a specific question, is bound to do more than give a truthful answer to such question, or that there is any obligation to provide answers to questions which are not asked."

**BY CLAUDIUS J. FRANCIS**  
*President of ICSL*

# CHRISTMAS TREE Safety Tips



Christmas trees are enjoyed in many homes as the traditional centerpiece of the Holiday celebration. However, both real and artificial trees pose an increased risk of fire.

Christmas tree fires do happen. Defective lighting, including electrical cords and plugs, cause almost half of all Christmas tree fires.

## Protect your family and your neighbors with the following fire prevention tips:

- When choosing an artificial tree, be sure it is labeled as fire-retardant. When choosing a real tree, select the freshest-looking tree available.
- Select a tree that is an appropriate size for the room. Keep in mind that trees look smaller when they are outside, and tree toppers and stands will add to the final height of the tree.
- Test for freshness by gently grasping a branch between your thumb and forefinger and pulling it towards you. Very few needles should come off.
- Shake or bounce the tree on its stump. If an excessive amount of green needles fall to the ground, the tree may not be fresh.
- Buy your tree early. Most tree lots receive only one shipment of trees. Trees don't become fresher sitting in a lot.
- Place the tree away (at least 3 ft) from heat sources.
- Try to position the tree near an electrical outlet to minimize use of extension cords.
- Adequately support the tree with a sturdy stand designed not to tip over.

- Do not use electric lights on metallic trees (use remote spot or reflective lights).
- Do not use lighted candles or other flaming devices on or near your tree.
- Whenever possible, use decorations made with flame resistant, flame-retardant or non-combustible materials.
- Unplug the tree lights when out of the room and before going to sleep.

Even if you keep your tree properly watered, it will naturally start to dry out. Discard the tree immediately after the holiday.

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# HOLIDAY FEASTING

The holidays are a time for celebration and that means more cooking! Regrettably, cooking fires remain the leading cause of home fires and fire injuries. Unattended cooking accounts for most of these fires. Other leading causes are placing combustible items too close to the heat source and various electrical defects.

There are a variety of situations that lead to unattended cooking fires. The most common is when the cook becomes distracted and leaves the kitchen.

In order to drastically reduce your risk of a cooking fire, follow this recipe for safety:

- Stay in the kitchen, don't leave cooking food unattended. (Stand by your pan!)
- Wear short or tight fitting sleeves. (Long loose sleeves are more likely to catch on fire or get caught on pot handles)
- Enforce a "kid-free zone" of 3 feet around your stove.
- Keep the area around the stove clear of towels, papers pot holders or anything that could burn.
- Cook at indicated temperatures settings rather than higher settings.
- Have a pot lid handy to smother a pan fire. Do not attempt to pick up the pot or pan. Shut off the heat and cover the fire with a lid.

**DO NOT USE WATER!**  
It will cause splashing and spread the fire.

- Treat burns immediately with cool running water.

Author: St. Lucia Fire & Emergency Services

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# Overview of The Single Insurance Market Project

The objective of the Project is to create a single, integrated, efficient and well-regulated insurance and pension fund market in the Eastern Caribbean Currency Union. This market will be regulated by uniform IAIS benchmarked Insurance Acts, which are administered by a single well-resourced regulator. A licence issued under the new law will grant an insurer the right to exercise the ECCU passport in all other participating territories, which is expected to dramatically simplify the licensing process through the ECCU.

## 1.0 GOVERNANCE AND DECISION MAKING

- 1.1 In 2009, the Monetary Council established a Ministerial Subcommittee on Insurance in response to the challenges created by the failure of the CL Financial Group. This subcommittee is responsible for, among other things, overseeing implementation of the single insurance market. The subcommittee is chaired by The Hon Ralph Gonsalves, Prime Minister of Saint Vincent and the Grenadines.
- 1.2 The Ministerial Subcommittee on Insurance is supported by a Technical Core Committee on Insurance, which has comprised government and ECCB officials, and international insurance and legal experts. This committee is chaired by Mr Timothy Antoine, the Permanent Secretary in the Ministry of Finance of Grenada.
- 1.3 In October 2014, the Monetary Council took the decision to appoint a Steering Committee to coordinate activities leading to

the establishment of a single insurance market and regulator for the ECCU. The Committee was appointed in April 2015.

## 2.0 RATIONALE FOR SINGLE INSURANCE MARKET

- 2.1 The economic realities of the region create a comparative advantage for the establishment of a single insurance and pension fund market in the ECCU:
- Small open economics with ease of entry and exit for firms (local and foreign)
  - A common currency and a common central bank overseeing the financial stability and monetary policy
  - Limited resources for regulation and market development at country level
  - Similar financial, legal and economic systems
  - Close trade relationships
  - A history of working together on a number of regional initiatives
  - A goal of developing a single economic space in the region
- 2.2 The experience of the ECCB is a powerful tool that can be leveraged
- The successes of the ECCB in achieving economies of scale and scope
  - Regional acceptance of the ECCB
  - The availability of a council of Ministers, through the ECCB's Monetary Council, for regional decision-making.
- 2.3 The systemic impact on the ECCU of the financial crisis beginning in 2008
- The crisis highlighted deficiencies in the financial systems in the ECCU

- The quality of regulation and the efficiency of the market were of concern
  - The crisis created an opportunity for policymakers to make fundamental changes to the financial system
- 2.4 Failure of a number of financial entities, including the CL Financial Group
- The role of ineffective regulation, regulatory gaps and regulatory arbitrage
  - The cost of these failures to individuals, institutions, and regional economies
  - The need to protect interests of policyholders and pensioners in the ECCU
- 2.5 An increasing acceptance of regionalism
- There are a number of successful regional initiatives
  - There are a number of regional treaties which support cross-border cooperation
- 2.6 A response to demands from the industry for regulatory consistency across the region
- An increase in the number of insurers operating in more than one ECCU territory
  - The cost of doing business in the region
  - Consistent low cost regulation will enhance the competitiveness of regional insurers.
- ## 3.0 KEY FEATURES OF THE PROPOSED MARKET
- 3.1 One insurance market across all eight ECCU member territories
- 3.2 A single well-resourced insurance regulator
- 3.3 Uniform, IAIS-benchmarked legislation passed in each ECCU member territory



## PROGRESS TO DATE

### 3.4 General

- Regulators, industry representatives, government officials and international insurance specialists met in St Kitts in October 2012 to discuss the concept of a single insurance market.
- A consultant was commissioned to conduct a study on an appropriate market structure and regulatory regime for the region. The report recommended the establishment of an integrated insurance market regulated by a single regulator.
- Insurance regulators from four jurisdictions in the ECCU visited the National Association of Insurance Commissioners' (NAIC) office in Kansas to review the NAIC's structure, with a view to informing the design of the single insurance market and regulator. The regulators proposed a design for the market.
- The Monetary Council has agreed in principle to the establishment of a single insurance market in the ECCU and has commissioned further work on the implementation process.
- Another regional consultation with regulators, government officials and the technical experts working on the project was held in St Kitts in February 2014.
- From 2012-2014, the Technical Core Committee on Insurance took ownership of progressing the development of the Insurance Bill and the Agreement to establish a single regulator (the Commission).
- As the next phase in the project, in April 2015, the Monetary Council appointed a Steering Committee to coordinate the activities of the Project (see Appendix 1). The Committee comprises regulators, industry representatives, an Attorney

General and a member of the Core Committee, who is also the primary drafter of the Insurance Bill.

### 3.5 Insurance Bill

- The Insurance Bill is currently in its 3rd iteration, having been through two consultation rounds with the insurance industry in 2013-14 and 2014-15. The drafting of the Bill has been informed by numerous external sources, including the Guyana Insurance Bill, which is predominantly based on the Canadian insurance laws; as well as the existing ECCU Insurance laws, and laws from other common law jurisdictions including Trinidad and Tobago, Jamaica, the United Kingdom, Australia, New Zealand and South Africa.
- In addition, the Bill has been peer-reviewed by consultants and World Bank officials against the IAS Insurance Core Principles

### 3.6 Commission Agreement

- A draft Commission Agreement has been prepared. This will operate as an International Treaty amongst the ECCU Member States for the establishment of a single regulator. The Commission Agreement is patterned off the ECCB Agreement.

### 3.7 Consultations

- A workshop and consultations on the single insurance market and regulator concept were held with regulators, industry representatives, Government officials and international insurance experts in St Kitts in October 2012.
- Consultations on the market, Insurance Bill and Commission Agreement were held with regulators, Government officials and international insurance experts in February 2014.
- A first draft of the Insurance Bill was submitted to regulators

and the insurance industry for comments in November 2013. All comments received properly and carefully considered, and where relevant, incorporated into a revised Bill.

- A second draft of the Insurance Bill was circulated to regulators and the insurance industry for comments in July 2014. The drafters are currently working on the comments received, and updating the Bill generally.
- The third draft of the Bill is expected to be circulated for consultation in early November 2015.

## 4.0 THE WORK OF THE SUBCOMMITTEES

The mandate of the Steering Committee was determined by the Monetary Council. The work of the Steering Committee is supported by a number of subcommittees (See appendix II) with the following mandates:

### 4.1 Legislation

- Review and provide feedback, comments and suggestions on the draft Insurance Bill and Commission Agreement
- Solicit and coordinate feedback from various stakeholders

### 4.2 Finance

- Develop a three year capital and operations budget for the Commission
- Identify sources of funding
- Identify investment options
- Develop a budget for the work of the Steering Committee (Budget to be supported by assumptions and rationales)

### 4.3 Corporate Governance

- Develop processes/procedures for the nomination and appointment of board members to the Commission
- Prepare an organization chart and governance structure for the Commission
- Develop job descriptions and required qualifications for senior officers

- Recommend remuneration packages for officers
- Develop a reporting structure for the Commission (Board/Monetary Council).

**4.4 Consultation/Outreach**

- Facilitate ongoing interaction with various stakeholders (including regulators, industry, government, the public)
- Host town hall meetings on the project
- Coordinate jurisdiction-specific and ECCU-wide consultations
- Respond to inquiries from interested parties on the project
- Promote the concept of the Single Insurance Market

**5.0 WORK PROGRAM FOR THE REMAINDER OF THE PROJECT**

A detailed work plan, with timelines, is provided in appendix III. The following are some of the key deliverables of the work plan:

- Finalise the Commission Agreement: **October 2015**
- Circulate 3rd draft

- Insurance Bill: **November 2015**
- Finalise Insurance Bill **February 2016**
- Finalise Commission Agreement Act **January 2016**
- Pass Insurance Act and Agreement **July 2016**
- Establish the Commission **December 2016**
- Launch single market and regulator **March 2017**

**Appendix I**

**MANDATE OF THE STEERING COMMITTEE**

The Steering Committee will be responsible for the following:

- Developing an implementation plan for the consideration of the Core Committee and the approval of Council on the establishment of the ECFSRC.
- Providing feedback to the drafters on the regional Insurance Bill and the ECFSRC Bill.
- Coordinating feedback from regulators and the industry on the draft regional Insurance Bill and proposed ECFSRC.

- Facilitating consultation with regulators, industry and other stakeholders.
- Acting as a point of contact for stakeholders on all matters pertaining to the project.
- Conducting public awareness and consultation on the proposed ECFSRC.

The implementation plan referenced above should include, but not be limited to, the following:

- A funding plan
- A corporate governance structure for the ECFSRC
- Staffing plan (resource needs audit)
- Identification of operating policies
- Sequencing, timing and transition arrangements
- Physical location and operating relationship with satellite offices

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**Appendix II****SUBCOMMITTEES OF THE STEERING COMMITTEE FOR THE ESTABLISHMENT OF A SINGLE INSURANCE MARKET IN THE ECCU**

No.	LEGISLATION		
	Members	Jurisdiction	Representing
1.	<b>Royer Felix*</b>	<b>Saint Lucia</b>	<b>Industry</b>
2.	<b>Karen Den-Toll</b>	-	<b>Consultant</b>
3.	<b>Cajeton Hood</b>	-	<b>Attorney General</b>
4.	Royron Adams	Saint Lucia	Industry
5.	<b>Kerstin Petty</b>	<b>St Kitts and Nevis</b>	<b>Regulator</b>
6.	Kjellin Rawlins-Elliott	St Kitts and Nevis	Regulator
7.	Pearly Charles	Grenada	Industry

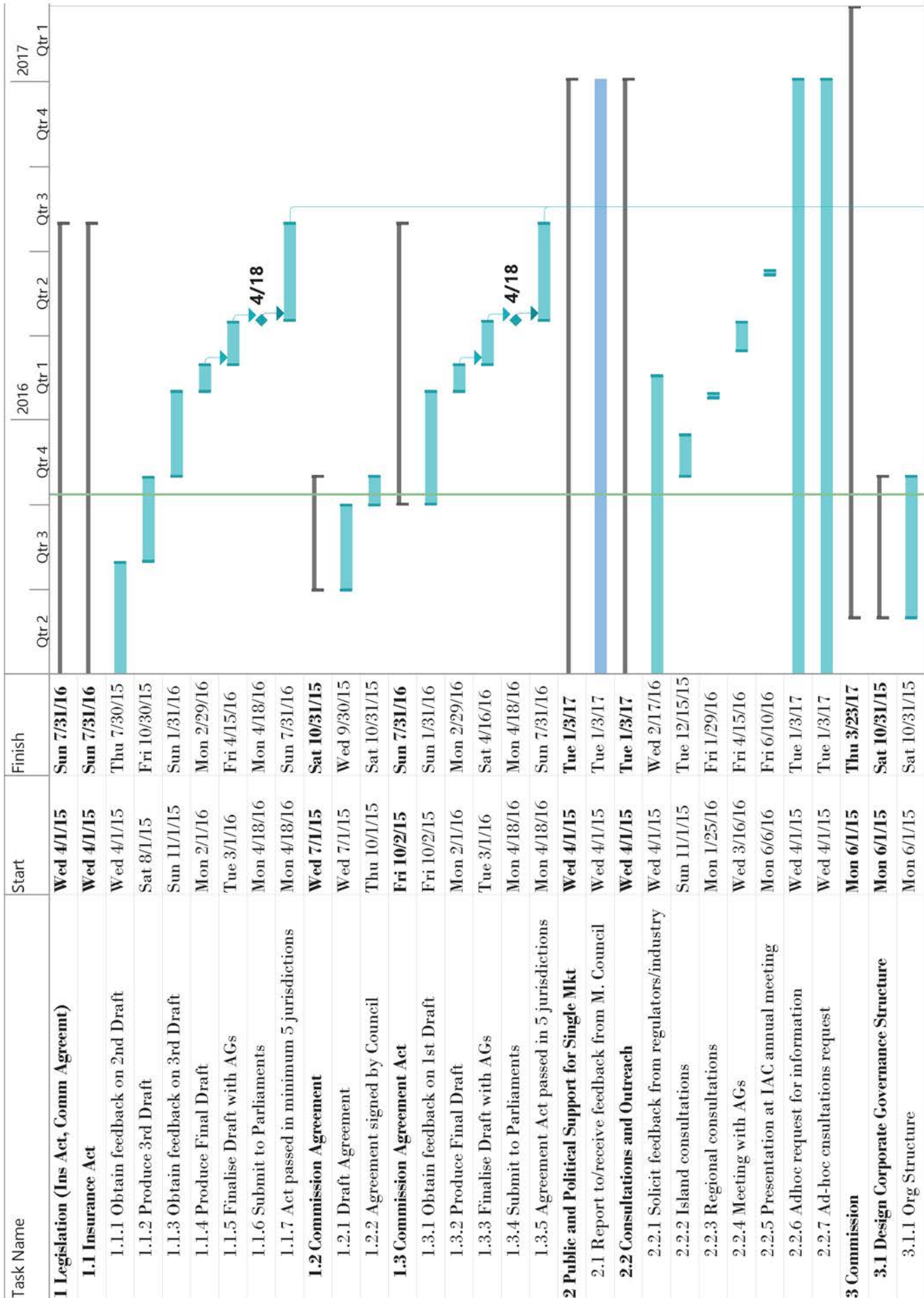
No.	CORPORATE GOVERNANCE AND STAFFING		
	Members	Jurisdiction	Representing
1.	<b>Eleanor Astaphan*</b>	<b>St Vincent and the Grenadines</b>	<b>Regulator</b>
2.	Mintrue Rose Providence	St Vincent and the Grenadines	Regulator
3.	Geshell Peters	St Vincent and the Grenadines	Regulator
4.	Dionne Harry	St Vincent and the Grenadines	Industry
5.	Joseph Sheridan	St Vincent and the Grenadines	Industry
6.	Fidel Taylor	St Vincent and the Grenadines	Industry
7.	Leathon Khan	Saint Lucia	Industry
8.	Bunny Govia- Butler	Antigua and Barbuda	Regulator

No.	FINANCE		
	Members	Email Address	
1.	<b>Edwin Ambrose*</b>	<b>Antigua and Barbuda</b>	<b>Industry</b>
2.	Kennie John	Grenada	Industry
3.	Angus Smith	Grenada	Regulator
4.	Mulchan Caseram	Saint Lucia	Industry
5.	Judy McCutcheon	Grenada	Industry
6.	Kelvin Gilead	Antigua and Barbuda	Industry

No.	OUTREACH AND CONSULTATION		
	Members	Email Address	
1.	<b>Niguel Streete*</b>	<b>Grenada</b>	<b>Regulator</b>
2.	Gillian Polius	Saint Lucia	Industry
3.	Michael Fontenelle	Saint Lucia	Industry

\* Chair of the Committee

The members of the Steering Committee are in bold



Task Name	Start	Finish	2016				2017						
			Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1			
3.1.2 TORs	Mon 6/1/15	Sat 10/31/15											
3.1.3 Lines of authority/reporting	Mon 6/1/15	Sat 10/31/15											
3.2 Develop Funding Plan	Thu 10/1/15	Sun 1/31/16											
<b>3.3 Establish Board</b>	<b>Mon 6/1/15</b>	<b>Fri 8/26/16</b>											
3.3.1 Develop nomination guidelines	Mon 6/1/15	Sat 10/31/15											
3.3.2 Request nominees	Mon 5/2/16	Mon 5/2/16											
3.3.3 Receive nominations	Mon 5/2/16	Fri 6/10/16											
3.3.4 Screen nominees	Fri 6/10/16	Fri 6/24/16											
3.3.5 Submit nominees to Monetary Council for confirmation	Fri 7/1/16	Sun 7/31/16											
3.3.6 Appoint Board members	Mon 8/1/16	Mon 8/15/16											
3.3.7 Hold Inaugural Board Meeting	Mon 8/22/16	Fri 8/26/16											
<b>3.4 Organise Headquarters</b>	<b>Wed 7/1/15</b>	<b>Fri 12/16/16</b>											
3.4.1 Draft HQ location criteria	Wed 7/1/15	Fri 7/31/15											
3.4.2 Draft HQ-Host Country Agreement	Wed 7/1/15	Wed 9/30/15											
3.4.3 Identify HQ location	Sat 8/1/15	Sat 10/31/15											
3.4.4 Organise office space and facilities	Mon 8/1/16	Fri 12/16/16											
<b>3.5 Initiate Recruitment</b>	<b>Mon 5/2/16</b>	<b>Fri 12/16/16</b>											
3.5.1 Advertise for CEO, senior staff	Mon 5/2/16	Fri 5/13/16											
3.5.2 Receive applications	Mon 5/2/16	Thu 6/30/16											
3.5.3 Shortlist CEO applications	Fri 7/1/16	Fri 7/15/16											
3.5.4 Interview CEO applicants	Mon 8/22/16	Fri 8/26/16											
3.5.5 Offer letter to chosen candidate	Tue 9/6/16	Fri 9/9/16											
3.5.6 Acceptance/confirmation of CEO	Fri 9/9/16	Fri 9/23/16											
3.5.7 CEO and Board recruit senior staff	Mon 10/17/16	Fri 12/16/16											
3.6 Launch Commission	Thu 3/23/17	Thu 3/23/17											

# ABOUT THE AIIC



**T**he Association of Insurance Institutes of the Caribbean (AIIC) was established as a result of the need for a Caribbean qualification with course content of specific relevance to the region. The inaugural meeting was held in 1989 in Antigua, during the conference of the Insurance Association of the Caribbean (IAC). In 1990, a mandate was given to Mr. Sheriff Khan of the Academy of Insurance in Trinidad and Tobago and Mrs. Elaina Gonzalves of the Insurance College of Jamaica, to prepare a document on the implementation of a Caribbean professional qualification. In 1995, following meetings in several territories, the AIIC executive agreed to proceed with the plans based on the Caribbean Industry's positive support. Thereafter, the programme was altered to its present form.

## Founding Members:

- The Insurance Institute of Barbados
- The Insurance Institute of Guyana
- The Insurance Institute of Jamaica
- The Saint Lucia Insurance Institute
- The Trinidad and Tobago Insurance Institute

The AIIC was instrumental in the formation of the following Institutes which are all now members of the AIIC except for the Insurance Institute of Grenada (which was recently re-constituted)

- The Insurance Institute of Grenada
- The Insurance Institute of St. Vincent and the Grenadines
- The Insurance Institute of The

Bahamas

- The Insurance Institute of Antigua and Barbuda
- The Insurance Institute of Belize

## The AIIC CONFERENCE

The inaugural Educational Conference of the Association of the Insurance Institutes of the Caribbean (AIIC) held its 18th Annual Conference in Trinidad and Tobago.

This year the conference went in a slightly different direction and focused on an extremely significant area of our development with the theme of the conference being "UNTAPPED LEADERSHIP"

All effort was made to offer the best information available internationally and regionally with reference to the theme.

The main topics of the conference were:

1. Untapped Leadership presented by Mr. Anthony Watkins - CEO/ Principal Consultant of ODYSSEY CONSULT Inc. Limited
2. Management Strategy & Its Morale Centre-Why is this important to the conduct of business? By Dr. Acolla Lewis-Cameron – Lecturer and Head of the Department of Management Studies, The University of the West Indies (UWI)
3. Digital Strategy – Thinking out of the box. How best to use social media; how to push sales

professionally, Brevard Nelson – Co-founder & COO of Caribbean Ideas Limited.

## 4. Compliance and why?

Susan Francois – Director, Financial Intelligence Unit of Trinidad & Tobago

## 5. Global Changes & The Effects on the Caribbean Industry, Raymond Mc Millan – Chartered Insurance Lecturer & Managing Director, Global Insurance Services UK

## 6. On the Edge, Management Risk in a Competitive Market-Enterprise Risk Management – Paul Traboulay – Group Chief Risk Officer, Guardian Group

## 7. Customer Service: After Sales, Beyond The Technical, presented by:

Cecil Jaipaul – Managing Director, Jaipaul Consulting, Canada

Gerard Mendez – Certified Mediator, Court Annex Mediator & Vice President, International Business Development (ICW)

Theophilus Francis – Executive Managing Director, Pioneer Insurance Claims Services Co. Ltd. & President of Association for the Caribbean Chartered Loss Adjustors (ACCLA)

## 8. On the Couch – Guide to Effective Leadership, presented by:

Ravi Tewari – Chief Executive Officer, Guardian Group

Richard Ramdwar – Chartered Insurance Broker & Managing Director, Nautica Insurance Broker Ltd.

Hema Ramkissoon (Moderator)

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# GEOFFREY JENNINGS -CLARK

**G**eoffrey Jennings-Clark was born 28 July 1928 in London and received his early childhood education at

Pennthorpe Preparatory School in Chislehurst South East London. In 1946 he completed his high school certificate with Cranleigh School where he went on to join National Service in Royal Army Service Corps, where he served for a period of 2 years. He was posted to the army at Sandhurst in 1947. In 1949 he went on to join Andrew Weir Group which carried on Marine Underwriting for a number of insurance companies. His

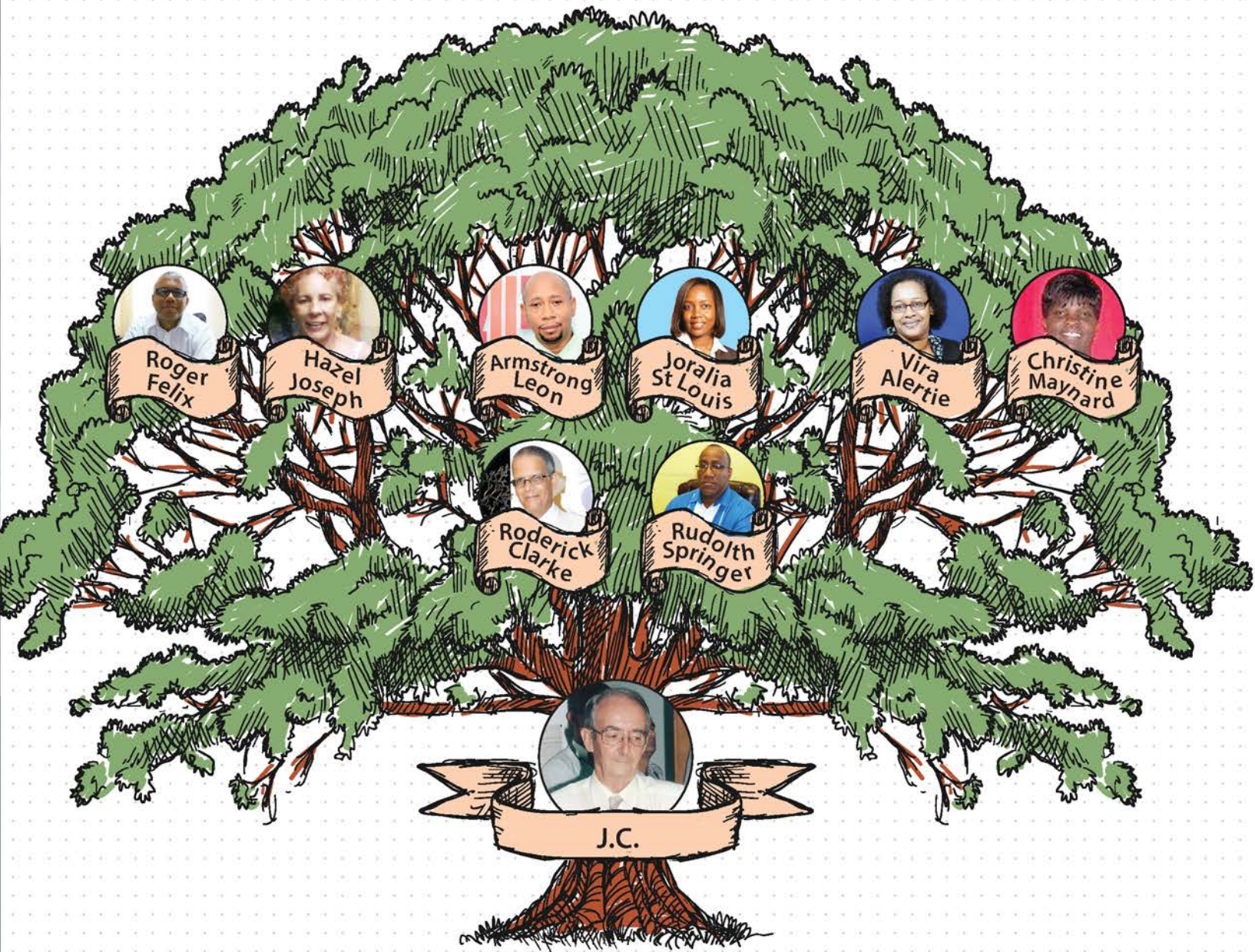
initial experience was in marine cargo and then between 1951 and 1953 he moved into marine, non-marine and reinsurance underwriting and broking, in the London market.

His career developed and he was eventually Deputy Marine Agency Manager for the Andrew Weir Group until 1970. During his time with the Andrew Weir Group Mr. Jennings-Clark studied with the Chartered Insurance Institute, where in 1956 he attained the prestigious title of Fellow of the Chartered Insurance Institute (FCII). In 1970 Mr. Jennings-Clark moved to St. Lucia where he became Insurance Manager of Minvielle & Chastanet Ltd for the period 1970 – 1994. Throughout this period Mr. Jennings-Clark was responsible for the operation of the Lloyd's Agency. He

also managed for 10 years the agency for International Loss Adjusters, Toplis and Harding Ltd.

Geoffrey Jennings-Clark held the position of President of the Insurance Council of St. Lucia (ICSL) from 1987-1988 and again from 1988-1989. He retired from the Minvielle & Chastanet Ltd in 1994 but despite his retirement was still an active part of the industry where he was Executive Secretary of the Insurance Council of St. Lucia followed by his appointment as Adviser to the Council. He was also a member of the board of National Health Insurance, and a member of the Insurance Appeals Tribunal. For several years he was a director of the National Research & Development Foundation.





## Geoffrey Jennings Clark

This issue was inspired by the life of a great man who impacted almost every life in the insurance Industry. Someone who was loved dearly and respected highly. It is not often one comes into contact with someone who is not only a great leader and businessman but has such a humble spirit. Geoffrey Jennings Clarke has left his mark in every expanse of the Insurance Industry.

Above is only a few of the lives touched by Geoffrey Jennings Clarke affectionately referred to as "J.C.". The tree shows those individuals who have been trained or mentored by J.C and have moved on to become mentors themselves. Each of these individuals now manage insurance companies, Branches, Agencies and/or Brokerage firms.

We thank you J.C for the impact you had on our lives and by extension the industry. Your work will live on for many years to come as we endeavor to also pass on that knowledge and training that you shared with us to others.  
May you rest in peace.

# Reminisce

## Life & Times of Geoffrey Jennings-Clarke – Walk down memory lane by Ronald P.

On the passing of a friend or family member one usually becomes a bit more contemplative, reflective and sentimental as one ponders the life shared with the loved one. When I heard of the passing of Geoffrey Jennings-Clarke I was no different. I was immediately drawn back to my early days in the insurance industry.

JC, as he was affectionately called by his colleagues at M&C, though not great in stature was a giant in the industry. I will forever remember his passion for insurance education and how he so willingly imparted his own knowledge of the subject. He was beyond a shadow of a doubt during his tenure one of the most knowledgeable insurance professionals of his time and guided the M&C Insurance Department to

become one of the most successful and respected insurers in the market.

My reflections however were not limited to JC but to the industry that he operated in, at least from my perspective from my short time in the industry. It dawned on me then that I had amazingly worked in this industry for a quarter of a century. I could not help but note how our little industry has changed so much during that time.

In my first few days as a broker I remember walking across to the J E Bergasse & Co.'s office which was at the time located on Brazil Street at its junction with Bourbon Street. Believe it or not at the time most insurance operations, -brokerage offices as well as insurers, were actually located in the city of Castries. I was

accompanied on this walk by mentor Lionel D. Forde. He was my boss but more importantly my insurance mentor. Lionel was an amazing person, self-assured but humble, a charmer who could sell sand in the desert. He had the grace which allowed him to reach out to most persons regardless of race or creed. I remember him very fondly and will always be eternally grateful for his impact on my life. He is now long lost to the local industry.

Back to my walk! The objective of my walk across town was to meet the Manager of the J E Bergasse insurance agency. Lionel forewarned me, "don't be too surprised but he is a good guy". The statement did not fully register with me until I met Alfred Hassell. Al, as we called him, seemed to have been an institution at J E Bergasse. He was certainly a man who was comfortable in his shoes or should I say his shorts. Despite the warning I was rather surprised to see a fully grown man dressed in short pants. I had to ask, does he dress like that every day? To which the response was yes. In all the years, I may have only seen Al in long trousers once. But Al was a gentle soul. Al never passed up the opportunity to share a story with me as a junior in the industry, whether it was teaching moment or just a reminder to look after myself and my career in insurance. I especially remember his stories about his Hillman Hunter for which he paid all of \$7,000.00 for a brand new car. He was diligent and missed no errors, especially on the brokers slips that CGM Brokers wanted to introduce to the market. He snarled at every clause, irrelevant or sneaky – Al was just not having any of it.





It was interesting that JEB at the time was agent for two (2) general insurers; NEM (West Indies) Insurance Limited and United Insurance Company, both writing exactly the same classes of business. Regulatory changes ensure that this can never happen again in our dispensation. Later changes also ensured full separation between broker and insurer operations.

That day I also met AI's boss Peter Bergasse. He was very welcoming and it was immediately clear why this man was a Captain of Captains in the industry. I grew to know him to be a shrewd business man who was very practical who never allowed a dispute to become an argument, but always found a happy medium. I met very few people like Peter again in the industry. You can imagine my surprise when I heard of the passing of Peter Bergasse. He was certainly one gone too soon!

My third meeting that day was to meet one more person, a lady. I was told that we were going to see Arletta Jeffrey now Arletta Bailey. Jeffrey & Jeffrey Insurance Agency at the time occupied offices on Micoud Street and they were agents of a company called Caribbean Home Insurance Co. which today after a few mergers and acquisitions survives as Guardian. Arletta is still today one of the fairest and most ethical insurers I ever met in this market. She was then and still is a gem and really positive voice amongst insurers. I remember fondly her contribution and years as president of the Insurance Council of Saint Luca (ICSL).

Cyrus Charles was also a feature of this era. Regardless of what he says, Cyrus to the end was never very accommodating to brokers, but we however managed to do some business. He quietly built a portfolio

which was unparalleled in the local market. He was never flamboyant but would always sit through his meetings with his disarming smile and occasionally interject with his bellowing laugh. His agency presided over several changes in the name of the company, from Royal Sun Alliance to Sun Alliance, Sun Alliance (EC) to Caribbean Alliance. He is now retired but at the time he left, St. Lucia Insurances Limited had made an indelible mark on our market.

Another person who has made an impact on the industry which I came in to, was at the time General Manager of West Indies General Insurance Co. (or WIG). WIG was at the time housed in the Dennery Factory building on Mongiraud Street. This building also housed IBEC and the Distillery's bulk rum sales depot. We are not sure the fumes did not make it upstairs. I was also warned ahead

of this meeting to be prepared to meet this young man who was very articulate, self-assured and a bit arrogant and stubborn. As we walked towards the building we walked past Claudius Francis' Silver Bullet. The Silver Bullet said it all; it was an early 1990's Honda Prelude. This machine personified the man who, despite his age would grow to make the most significant impact on the ICSL history. Claudius was very competitive and would not let this so-called broker challenge him on insurance. There may be no Silver Bullet parked outside but today this is the very building which now houses the offices of Regal Insurance Brokers.

Three members of this WIG team Kenneth (Ken) Greaves, Hilary Roach and Rudolph Springer would go on themselves to head insurance operations.

Looking back two (2) decades on the life and times of JC one cannot overlook his impact on the persons who worked with him. To date the M&C Insurance Department has produced more employees or former employees who became qualified in insurance. Also over the years this office has been the training ground for a significant number of insurance professionals. Very few offices can boast of having no former employees of M&C. In fact many have gone on to serve as Managers and General Managers of their businesses.

Roderick (Roddy) Clarke who succeeded JC is now retired but we can all agree that he built on the foundation laid by him and continued the dedication to training and education. Roddy has been pivotal to the development of the ICSL and also the Insurance Institute of St Lucia. Some persons may remember Roddy's

days at WIG but this was a bit before my time. His protégé Royer Felix worked assiduously with him as they transitioned from Lloyd's and NEM (West Indies) Insurance Ltd agencies to form M & C General Insurance Co. This company has for several years been recognized as the largest general insurer on Saint Lucia. Royer no doubt makes his predecessors proud and has himself made and continues to impact the industry positively.

This entity also spawned M&C Insurance Brokers Ltd. This company grew quietly to eventually become the largest insurance entity on Saint Lucia. I am not sure that Mulchan Caseram actually worked with the M&C Group during JC's tenure but the seeds of the company were undoubtedly planted during JC's time there. His legacy certainly lived on in M&C Insurance Brokers Ltd, if in nothing else, the longstanding relationship which the department and then M&C Brokers shared with Cooper Gay & Co. The impact of Mulchan on the development of broking in Saint Lucia was certainly unprecedented. It certainly stands out as a highlight of the last two (2) decades. It is still strange to think that the name of this company is now relegated to the history books, just like some of the aforementioned companies.

There is no doubt looking back, how much the industry in Saint Lucia has changed and grown over the last quarter century. Many persons have come and gone, so too many companies. Their names are becoming stranger by the day, remembered only by the few like me who bother to reminisce on the old days. Some may have retired or journeyed to the great beyond but one cannot help but think of how this industry will continue to evolve and to wonder where the current players will be in twenty-five years. We can only hope that the footprints we leave behind will positively impact this all important industry in which we labour.

***Journey well old friend give my regards to Al and Peter.***



# Tribute to the Insurance Icon Geoffrey Jennings – Clark aka GJC



Those two years I spent with GJC at M & C Insurance shaped so much of who I am today.

I learnt so much about the field of insurance from GJC. He piqued my curiosity in the subject which eventually led to me making it my career choice. My heart had been set on studying accounting. However, his influences lead to have a change of heart. I learned how to talk to people, and how to listen to them, why it mattered to treat people with respect

and gentleness. That you need to give some people time to express what they're thinking. And that nobody should be given up on. He left an indelible influence on all of us who worked with him.

***He inspired do so many of the young sparks who joined the M & C insurance fraternity to grow in confidence, as well as fostering a love of insurance and the spoken and written word.***

GJC was an exceptional person. He had tremendous integrity, intelligence and enthusiasm, was kind, and always ready to put everyone ahead of himself. He cared about the insurance industry; he was passionate about insurance education and employee development. He never passed an opportunity to impart his knowledge. He always made employee development and coaching a priority right through his career and that epitomizes his care for his fellow man, nurturing and coaching employee from the bottom of the pyramid right through to the top.

GJC truly and completely believed in the ability of everyone to achieve whatever they desired in life, and his life's work in insurance education was all about inspiring and enabling so many of us to do this. I used to appreciate his words of praise, because it was my second job, a very important time for me, being young and without parents. I have to say, I always had a good relationship with him and he always had good things to say about me and that's always nice.

As a manager, he had very clear ideas and an easy and clear philosophy on how the insurer should treat the customer that is fairly. I remember he preached that you should always find ways to pay a claim and not the other way around. He was a very talented and easy going person.

I would like to express my deepest sympathies to his family and friends.

**Author:**

Armstrong Philogene Leon ACII, Dip. Mgmt. (Distention)  
Chartered Insurance Broker  
General Manger  
Agostini Insurance Brokers Limited



### **Tribute from Joralia St Louis to JC**

It took me forever to understand JC's strong English accent. Many times when I did not understand what he was saying but pretended to somehow he knew and would simply pause smile and repeat his sentence but this time a bit slower.

After leaving tertiary level I joined the M&C Insurance Department family... the patriarch of our family was Mr. Geoffrey Jennings Clarke who we affectionately referred to as JC. He was caring, funny, and intelligent. He

ensured all staff received the best training and that we were always improving our skills and knowledge. How I knew JC was one of the best managers? Allow me to share this story with you and you will understand. A few months after being accepted into the M&C family I was called for an interview at another establishment and because Insurance was not my chosen career I felt it prudent to accept and way my options. Two gentlemen interviewed me with the usual intimidating questions but everything changed after the next question "where do you work?". After saying where I worked I was asked "oh with Mr. Jennings Clarke?" after

answering in the affirmative the line of questioning change and before I knew it we all were chatting like old friend just by the mention of JC. He had built his reputation and it preceded him. I was told that anyone who was taught by JC was well taught and I was offered the job.

JC may be gone but he lives on in the people he taught and mentored. One of the many lessons I learned from him was that as a manager you don't have to be loud, aggressive or bossy to positively impact another's life or to manage others.

Thank you JC I am glad that I got the opportunity to know you. May your soul rest in perfect peace.



### **Tribute from Andrina Gillian G Polius to JC**

In life there are certain people without whom you wonder what would have happened had you not enjoyed their friendship, advice, mentoring and inspiration. I had the pleasure in meeting this warm and soft spoken gentleman Mr. Geoffrey Jennings Clarke in 1990 just coming into the industry and we had a conversation which is still fresh in my mind. I can safely say that Mr. Clarke was a mentor and a confidant to me as he recognized opportunities that I otherwise wouldn't see. He started with a famous saying that I have heard many times from persons from the insurance industry, "You enter insurance by mistake", and of course the answer was yes.

I was employed by JR Hunte Real Estate Co. Limited and got an opportunity for transfer to West Indies General Insurance Co. Limited where my Insurance career started and I met Mr. Clarke. He said, "I think we are always where we are meant to be and that there are many opportunities in this Industry".

Thank You JC !!!

Andrina Gillian G Polius  
BRANCH ADMINISTRATOR  
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### **Tribute from Christine Maynard to JC**

I am deeply honoured to pay tribute to a great teacher, humble servant, kind, caring, understanding, unselfish, firm and dedicated Geoffrey Jennings Clarke affectionately known as "JC/GJC".

I started my career in Insurance in 1979 at M&C Insurance Department as a filing Clerk with Mr Jennings Clarke as my Manager. Within months, under his guidance I moved to Fire Underwriting. He encouraged all of us (his staff) to pursue careers in insurance and opened doors to further our education through in service training and professional courses in St Lucia and overseas, which led many of us to hold supervisory and managerial positions in the field of insurance and other businesses today. It was felt that M&C Insurance Department was the training ground for the Industry as

many a time other insurance company would look to recruit persons from M&C .

"JC" shared his knowledge, values and mission for the department with us and conducted training courses himself. His day to day operations reflected exactly what he taught. He led by example in professionalism, dedication, competence, integrity, customer service, English fluency , communication and all other relevant areas needed for the efficient running of the Insurance Department. Even after retirement from M&C in 1994, he conducted classes for staff followed by exams.

JC was a no nonsense man who ensured that we earned our pay. Yet, he was humble and understanding. He was quick to apologize if he felt that one was upset with him, whether it be for scolding for unsatisfactory work, or for excessive chatter during working hours. His favourite phrase "come on eh" signaled that he wanted and knew we could do better.

He was a gentleman who welcomed ideas from staff. He was fair to both staff and clients and always went the extra mile to ensure clients were happy with quoted premiums and claims settlement. He was known for making ex-gratia settlements. Mr Jennings Clarke esteemed as a true family man. He spoke with filial pride of his three daughters Liz, Sarah and Finola and his dear wife Mary (Deceased). He understood when any of us had to leave work to attend to family emergencies. We were his family too and his home was ours to have staff parties. The ladies won't forget dancing with him and the radiant smile on his face as he socialized with us. He encouraged us to participate in social and educational activities organized by the Insurance Institute and the St Lucia Insurance Council and paid half the membership fees for staff.

***This is the "JC" I knew. A Gem.  
Sleep in Peace "GJC/JC/Geoffrey  
Jennings Clark.***



### **Tribute from Rudolph F Springer to JC**

My first inter-action with Mr. Geoffrey Jennings-Clarke, who I affectionately referred to as "GJ-C", goes back to 1976 when I took up employment with M&C Insurance Department as a Trainee Manager.

My first working stint at M&C Insurance Department lasted two and one half years. During that period I was tutored in the profession of General Insurance by GJ-C. He introduced me to the professional examination offered by the Chartered Insurance Institute (CII) of London, which at the time only offered the Associate Degree qualification.

As a young man fresh out of school, persons tried to discourage me from working with GJ-C and told me I would not last one month in his department because he, GJ-C, was a difficult individual and not a likable person. However, as time went on, I proved them wrong as I saw a different side

of this gentleman and we built up a very good working relationship.

Under his tutelage my knowledge of General Insurance improved and he encouraged me to pursue the professional insurance qualification which he persuaded M&C to pay for at no cost to me.

In October 1978 I resigned my position at M&C Insurance Department to pursue a career in Accounting. However, as fate would have it, two and one half years later, through the efforts of GJ-C, I returned to M&C Insurance Department as its Assistant Manager, a position I held there for seven (7) years.

During that period, GJ-C convinced me and others to form a steering committee for the formation of a local Saint Lucia Insurance Institute (SLII) to be affiliated with the CII with its main objective being the education of employees in the insurance industry. After much hard work, the SLII was officially launched in 1984 with GJ-C becoming its first President and I its Treasurer.

GJ-C was very passionate about the education of individuals in the insurance industry and especially his staff under his management. Individuals like me and many others were sent on courses to Trinidad, Barbados and even as far as the United Kingdom.

GJ-C was also very active in the Insurance Council of St. Lucia (ICSL), being one of the founding members of that Association. When he retired from active duty in the early 1990s, he offered his services to the ICSL as its Administrative Secretary.

GJ-C will be sorely missed, especially by persons like me whom he trained, as most of us went on to hold and still hold top managerial positions with some of the leading insurance companies operating on the St. Lucian market. He was always willing to encourage and push individuals to achieve their highest form of endeavour.  
May he rest in peace.

By: Rudolph F Springer. ACII, FAIA,  
Chartered Insurer  
16 November 2015



### **Caribbean Alliance Insurance Co., Ltd. Receives Further Financial Strength Upgrade**

A.M. Best Company has reaffirmed the Financial Strength rating of Caribbean Alliance Insurance Company Ltd. as **A (Excellent) Stable**.

**A.M. Best** is a U.S. based financial rating agency that focuses on the insurance industry. A.M. Best's Financial Strength Ratings represent the company's assessment of an insurer's ability to meet its obligations to policyholders. The rating process involves reviews of a company's balance sheet, operating performance and business profile, including comparisons to peers and industry standards and assessments of an insurer's operating plans, philosophy and management.

For further information on A.M. Best, please visit their website [www.ambest.com](http://www.ambest.com)

Caribbean Alliance is the only General Insurance Company to have achieved this rating across the whole of the Eastern Caribbean.

Caribbean Alliance Managing Director, Ernest Letby confirmed they are very pleased to have had our rating reaffirmed for the second year to the highest rating in the Caribbean as it distinguishes us as a leader in the Caribbean within the General Insurance Market.

Caribbean Alliance continues to operate on the Islands of Anguilla, Antigua & Barbuda, British Virgin Islands, Bahamas, Barbados, Cayman Islands, Dominica, Grenada, Montserrat, St. Kitts & Nevis, St. Lucia, St. Maarten, St. Vincent and the Grenadines and Turks and Caicos.

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# Insurance Brokers “What Exactly Is Your Role Again?”

**A** highly developed and mature insurance market is most certainly better served by insurance entities and practitioners that are strong, viable, properly trained, strictly professional in all their undertakings. Better yet is when they are consistently guided by a set of principles and values, rooted in and upheld by the unyielding pillars of honesty, integrity and trust.

The insurance market is comprised of a number of different players, each with a specific role that allows for the proper and effective functioning of the market. These roles are carried out through a system of inter-relationships which seeks to advance the individual interest of each player, while at the same time tries to maintain commercial harmony between competing interests.

In the context of our local and regional insurance market, the primary players would be insurance companies, the insuring public (policyholders), loss adjusters and insurance brokers.

Insurance companies could be deemed the bed-rock of the insurance industry as they are the providers or suppliers of insurance products and services that the insuring public demands or requires. They assume the heavy responsibility of providing compensation against financial losses and liabilities, based on specific policy terms and conditions and in exchange for a suitable premium.

The insuring public are the purchasers of the range of insurance products and services that are offered by insurance companies. This may be based on statutory requirements or on commercial or individual necessity, given the reality of risk exposures faced in every aspect of modern day living.

Loss adjusters play a critical role in ensuring that the system of managing insurance claims and settlement payments are conducted with fairness and impartiality, in keeping with the overarching duties and obligations of the parties under a contract of insurance.

Insurance brokers, broadly referred to as “intermediaries”, provides that ever important link between the insurance companies and the insuring public. Brokers are positioned as the “man in the middle” and hold themselves out as industry professionals with the capacity, technical competence and qualifications to negotiate and arrange proper and appropriate insurance coverage for the public they represent.

It’s a heavy responsibility and burden that insurance brokers bear, especially in an increasingly sophisticated market where advances in communication technology and social media continues to create a far more enlightened and discerning insurance buyer.

Since the early to mid-nineties, insurance brokers in Saint Lucia have

evolved into to major market players and their role and influence in the market have grown exponentially between then and now. In very recent years a leading brokerage firm has been the largest gross premium producer, outstretching the gross premium income of the largest insurance company in the market.

This significant growth in broker business signifies the value the insuring public has come to place on the role of brokers and how they could benefit from their services. Most large corporate and commercial enterprises now appoint brokers to manage their insurance portfolios and to provide risk managements services. Indeed, when these organizations require legal, financial, accounting, taxation and other professional advice, they turn to experts in those fields as they may not have the requisite expertise in-house to deal with these matters. Likewise, for insurance matters, which often may appear to be complicated, organizations turn to insurance brokers, who promote themselves as experts in the field.

The insuring public assumes that brokers fully understand the complexities of the insurance business and the legal technicalities of policy wordings. The public also have an expectation that brokers have a handle on the strategies that may be engaged to negotiate favourable policy terms and conditions, discounted premium

rates and how to construct and present claims for maximum payouts. They believe insurance brokers “speak the same language” as insurance companies and are fully conversant with the industry lingo. Hence they rely on the professional advice and guidance of insurance brokers to achieve as many of these benefits as possible.

In a mature, properly regulated market, where Codes of Conduct are held sacred and are honoured, insurance brokers have to take their duties and obligations seriously and approach their work with the highest level of professionalism. This is because they have taken on the legal responsibility of managing an important part of the financial affairs of major clients with substantial assets for which they must arrange and administer insurance security.

Poor professional advice or negligence in failing to act on instructions from the client could spell financial disaster for both the broker and the client. The stakes can be quite high where asset values or potential liabilities are significant as well as the exposure to risks such as natural catastrophes and man-made risks. The weight of the responsibilities placed on brokers puts them in a position that leaves little room for error, bad judgement or professional negligence.

They have a solemn and important duty of care to their clients that should never be taken lightly.

As the “middle man” between the client and the insurance companies, insurance brokers also have very important obligations to the insurance companies they do business with. This in no way should be seen as being in conflict with their primary obligations to their clients.

While it is commonly established that brokers represent the interests of the policyholders, this does not preclude a vital and necessary set of best practices in their dealings and business transactions with

insurance companies. The tenor of the relationship between brokers and insurers must therefore never be antagonistic or confrontational. Rather, the relationship should be anchored on the basis of trust and a sincere concern and awareness that both sides have equally important interests that should be mutually respected. This creates an environment for collaboration which ultimately redounds to the benefit of the policyholder.

In this kind of environment brokers should recognize more their solemn duty to present to insurers true and accurate information about any and all risks they seek to cover with an insurance company. Embracing the principle of Utmost Good Faith then becomes second nature for brokers, particularly in respect to all material facts related to the risks.

#### Primary Duties and Responsibilities of Insurance Brokers:

Let us look for the moment on some of the main duties and responsibilities of brokers as it relates to the insuring public:

1. Providing professional and independent insurance and risk management advice to guide the insurance decisions of clients.
2. Undertake a proper risk and needs analysis and provide sound recommendations on the appropriate policies required to protect the assets and liabilities.
3. To be open and truthful will all material information provided to insurers in respect of any risks to be insured.
4. Objectively recommend the most appropriate insurer that matches the risk and will best provide the coverage required. (The decision is never to be based on the one that offers the highest commissions)
5. Ensure that the insurance

companies recommended are solvent, financially secure and stable.

6. Always provide insurance options and alternatives when presenting proposals. This demonstrates that the broker has taken the time to search the market for the best options.
7. Focus on ensuring that the main risk exposures faced by the client is first satisfactorily dealt with in the insurance proposed, then focus on pricing to ensure competitiveness.
8. Negotiate premium payment options that are timely and mutually convenient to both the client and the insurance companies.
9. Adequately explain and clarify hot button issues in the policies that often results in disputes, e.g. Deductibles/ Excesses, Underinsurance/ Average Clause, Salvage, Indemnity, Exclusions and Warranties to name a few.
10. To act promptly and timely in dealing with all requests from clients and to communicate likewise to clients the position of insurers on any matter relating to the client's policies so that they are adequately informed of issues that may affect them.
11. To act judiciously and expeditiously in the handling and management of claims which have been presented to ensure a smooth claims settlement process.
12. To be constantly vigilant and cognizant of their fiduciary responsibilities to their clients in the handling of premiums paid to them and held in trust on behalf of insurance companies.

Unfortunately, several brokers have fallen woefully short of the basic standard of service expected of them. They have conducted their affairs in manners unseemly to the

profession and inconsistent with the values outlined in their Code of Conduct. This has led to the loss of public confidence, a tarnishing of the good reputation of the broking sector and resulting in the rebuke and condemnation of the regulators. In worst case scenarios, there have been the revocation of licences to operate. Brokers need to aggressively and collectively guard against this and strive always to preserve their integrity and status in the market.

Implications for Brokers under Proposed Insurance Bill:

The insurance market in the OECS moves slowly but surely towards a new regulatory environment. The proposed new Insurance Bill is currently being reviewed and fine-tuned and will eventually be enacted. Insurance brokers will find themselves faced with a new set of challenges and benchmarks which will require of them full compliance and changes in their modus operandi. Brokers will soon need to start reevaluating their operational procedures and practices as the new proposed Insurance Bill seeks to bring all sectors of the market in line with established international standards and best practices.

These will include but not limited to the following:

- a. Additional requirements for insurance brokers. Maintaining Professional Indemnity policy for a period of six years after ceasing to be licensed as an insurance broker. Staff must also be "properly experienced and trained..." – Part 15 s.274
- b. Conduct of insurance intermediary business – Confirmation, alteration or cancellation of coverage by insurance brokers. - Part 16 s.288
- c. Prohibition against soliciting, negotiating or procuring. – Part 19 s.290

- d. Screening and notification requirements of employees of "corporate insurance brokers" – Part 16 s. 292
- e. Notification of failure of insurance intermediary to comply with Act. Requires corporate insurance broker to notify the Commission within 7 days if any of its employed brokers are not complying or has not complied with the provisions of the Act. –Part 16 s.293
- f. Treatment of Funds received. Brokers required to establish separate premium account for all funds due to insurers and an obligation to remit funds to insurers within seven days, subject to the terms of any contract between the broker and insurers. – Part 16 s.299
- g. Offence committed with consent, connivance etc. – Part 25 s. 437
- h. Administrative Fines and Criminal Penalties. – Part B. Fines and penalties range from EC\$200.00 per day to EC\$15,000.00 respectively plus additional penalties ranging from EC\$100.00 to EC\$150.00 per day based on a wide range of offenses relating to non-compliance of the Act.

Given these significant changes in the proposed legislation and the low level of tolerance for non-compliance from the regulators, insurance brokers, as well as all other industry practitioners will have no choice but to step up their game and elevate their conduct and business practices.

Insurance brokers will no doubt embrace their traditional and expected role of promoting and upholding the best interest of their clients, by putting client concerns and interests before commissions and honoring in the most professional way, their fiduciary responsibilities and obligations to both their clients and insurers. That, is their role.

**Leathon Khan B.Sc., ACII**  
Chartered Insurance Practitioner

# Moves in the Industry

Chairperson Life and Health Sub Committee Insurance Council of St. Lucia

## JOSEPH DOLOR

On October 26th 2015, I had the distinct pleasure of interviewing Mr. Joseph Sheldon Dolor, Agency Manager of Sagicor Life Inc., on his recent transition.

Let's take a journey together through the professional and personal life of this charismatic and visionary go-getter.

**Bertin** - Shall we begin by you telling me how you started in the Insurance Industry?

**Dolor** - Like many persons in the insurance profession I stumbled into this profession, very few people actually think about making insurance a career.

I started off with my mind set on pursuing a career in Agricultural Science, and when that didn't go as planned I did life insurance sales part time to help make ends meet. I did that for one year, then left to follow a career path that my academic qualifications were more suited towards. When an unfavorable working condition developed in that environment, I then decided to reenter the life insurance sales but this time to do it as a career and not just a job. I realized some early successes in sales but also embarked on a very aggressive professional development that saw me completing nine (9) Life Insurance Sales courses in my first four years in the career.

**Bertin** - It sounds like you had a good foundational start and support necessary to progress. Tell me about that progression from sales to management.

**Dolor** - I started as an entry level sales representative in October 2003.

After two (2) years as an Advisor, regional management placed me on an accelerated management program which led to my appointment as Unit Manager in March 2006. This was a huge achievement but a tremendous challenge as I was still learning how to be a top producing advisor when I transitioned into sales management. I managed an independent sales operation for the next six (6) years until my promotion to Agency Manager in April 2012 where I assumed responsibility for St. Lucia's Life Sales Operation.

**Bertin** - What motivated this career move and why now?

**Dolor** - I am very pleased and proud of my accomplishments. It was very important for me to keep growing and not park at this early age. I'm big on professional development and career advancement. I need to be moving upwards steadily and quickly. I am now on a career path that I believe is in tune with my personal goals.

**Bertin** - What has been your greatest professional achievement?

**Dolor** - Being a father without a doubt, is my greatest accomplishment. That might not be professional but I'd really like to put that in. My daughter coming into my life has really helped put things into perspective. She makes me want to be a better man every day.

**Bertin** - What advice would you give to someone interested in the insurance /sales field?

**Joseph** - The insurance field is broad and encompasses much more than sales, claims and administration. One would do very well to research the various areas that can be pursued.

Having said that, I do recognize that there is limited scope within our market due to the current model of insurance companies having their established head offices in larger countries, whilst operating branch or agency operations in our islands. This model restricts the areas and avenues available to individuals as the branch or agency operations will only house staff as per their respective roles and functions.

However, as the business model develops in light of incoming legislation encouraging fully fledged companies, more career opportunities will become available.

**Bertin** - What might most persons be surprised to know about you?

**Dolor** - I love being out in my yard, rubber boots on, plowing the soil and planting vegetables.

**Bertin** - Have you found a work life balance?

**Dolor** - I made a conscious decision at the early stages of my career to not do certain things. One of those things includes not taking work home and not working on a weekend. There are exceptions to the rule however; on a normal basis, Saturday is daddy daughter day. Even before I had a daughter I knew Saturdays would be dedicated to her, so I look forward to spending this time. Sunday is family day when my wife is home and I am not Joseph Dolor, but just Jay or Daddy. I have been able to maintain that balance and I am hoping as my career advances I would be able to do so.

**From the desk of Jenny Bertin**

# Moves in the Industry

## WAHID NORVILLE



Mr. Wahid Norville was appointed as Branch Insurance Sales Executive with EC Global Insurance Agency in August 2015. Prior to that, he worked as an Office Assistant with Helen Insurance Brokers for four (4) years, where he gained the opportunity, insight and love for the insurance business.

Wahid was fortunate to obtain certification with the Association of Insurance Institute of the Caribbean (AIIC) while employed with Helen Insurance Brokers. He completed two (2) courses: in Basic Principles of Insurance and Legal and Business Aspects of Insurance. He is currently pursuing a Diploma in Insurance with the Chartered Insurance Institute (CII) with the hopes of one day owning his own insurance company.

Wahid enjoys Latin dancing (Salsa, Bachata, Merengue, Cha Cha and Kizomba) whether it is at class on a Saturday or performing at hotels. He is also a class instructor in training. Wahid's other extracurricular activities include practicing Capoeira (Afro-Brazilian martial art), Volleyball and Football (his favourite team is Manchester United FC).

We welcome Wahid to the EC Global Insurance Agency Family.

## ABIGAIL ST CLAIR



Veronica Abigail St Clair has been in the industry for almost a decade starting in the capacity of claims clerk in the Medical Department and then moving on to Customer Service. She has attained designation in the ALMI and ACS programs and successfully completed a Certificate in Life and Health Underwriting. Abigail is currently working towards her FLMI designation.

Abigail joined The Beacon Insurance Co Ltd in October 2015 as a Claims Adjudicator and became one of three Abigails employed with the company. She believes in giving excellent Customer Service and lives by the motto "knowing is not enough, we must apply. Willing is not enough, we must do!"

## ABIGAIL EDWARD



Abigail Edward started her career as an intern in the Insurance Industry where she worked for almost two years before moving on to another field. As fate would have it she re-entered the industry in October 2015 to become the second Abigail employed with The Beacon Insurance

Co. Ltd. as a trainee Underwriter. Abigail is very proud to be a New Year baby born on the 1st January 1994. She is a past student of the St Joseph's Convent where she graduated with awards for SJC Most Outstanding Performance in CXC and SJC Cooperation & Helpfulness Awards. Two years later she successfully completed her Associated Degree in Business Administration at Sir Arthur Lewis Community College.

Miss Edward loves dancing and singing and believes music has the propensity to bring people together. Her favorite quote from Martin Luther King "If you can't fly, then run. If you can't run then walk. If you can't walk then crawl, but whatever you do, you have to keep moving forward."

## ABIGAIL LOUIS



Ms. Abigail Louis represents the final leg in the 'Charlie's Angels' trilogy. She joined The Beacon Insurance Co. Ltd. in the capacity as the accounting assistant. Ms. Louis is directly charged with the responsibility for overseeing all accounting functions for the St. Lucia branch.

Throughout her career she has built an expansive portfolio of business, interpersonal skills and other key competencies. Ms. Louis's comprehensive knowledge and qualifications through Association of Chartered Certified Accountants has made her well equipped for this role, making her a valuable addition to our team.

# Traffic Accident Statistics

For period 01st JANUARY to 31st September 2015

Particulars	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
-------------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-------

## COLLISION

<b>Fatal Collision</b>	1	00	00	00	1	00	1	1	1				
Serious Damage Collision	11	4	8	8	8	11	13	8	9				
Minor Damage Collision	45	41	40	39	25	51	47	44	39				
<b>TOTAL</b>	<b>57</b>	<b>45</b>	<b>48</b>	<b>47</b>	<b>34</b>	<b>62</b>	<b>61</b>	<b>53</b>	<b>49</b>				

## CATEGORY OF INJURIES

No. Of Serious Personal Injuries	9	4	11	4	6	00	2	1	2				
No. of Minor Personal Injuries	5	4	07	7	5	14	13	23	4				
<b>TOTAL</b>	<b>14</b>	<b>8</b>	<b>18</b>	<b>11</b>	<b>11</b>	<b>14</b>	<b>15</b>	<b>24</b>	<b>06</b>				

## CATEGORY OF DECEASED PERSON

No. Of Drivers Dead	01	00	00	00	00	00	00	00	00				
No. Of Passengers Dead	03	00	00	00	00	00	01	00	00				
No. Of Pedestrians Dead	00	00	00	00	00	00	00	00	01				
No. Of Pedal Cyclists Dead	00	00	00	00	00	00	00	01	00				
No. Of Motor Cyclist Dead	00	00	00	00	01	00	00	00	00				
<b>TOTAL</b>	<b>04</b>	<b>00</b>	<b>00</b>	<b>00</b>	<b>01</b>	<b>00</b>	<b>01</b>	<b>01</b>	<b>01</b>				

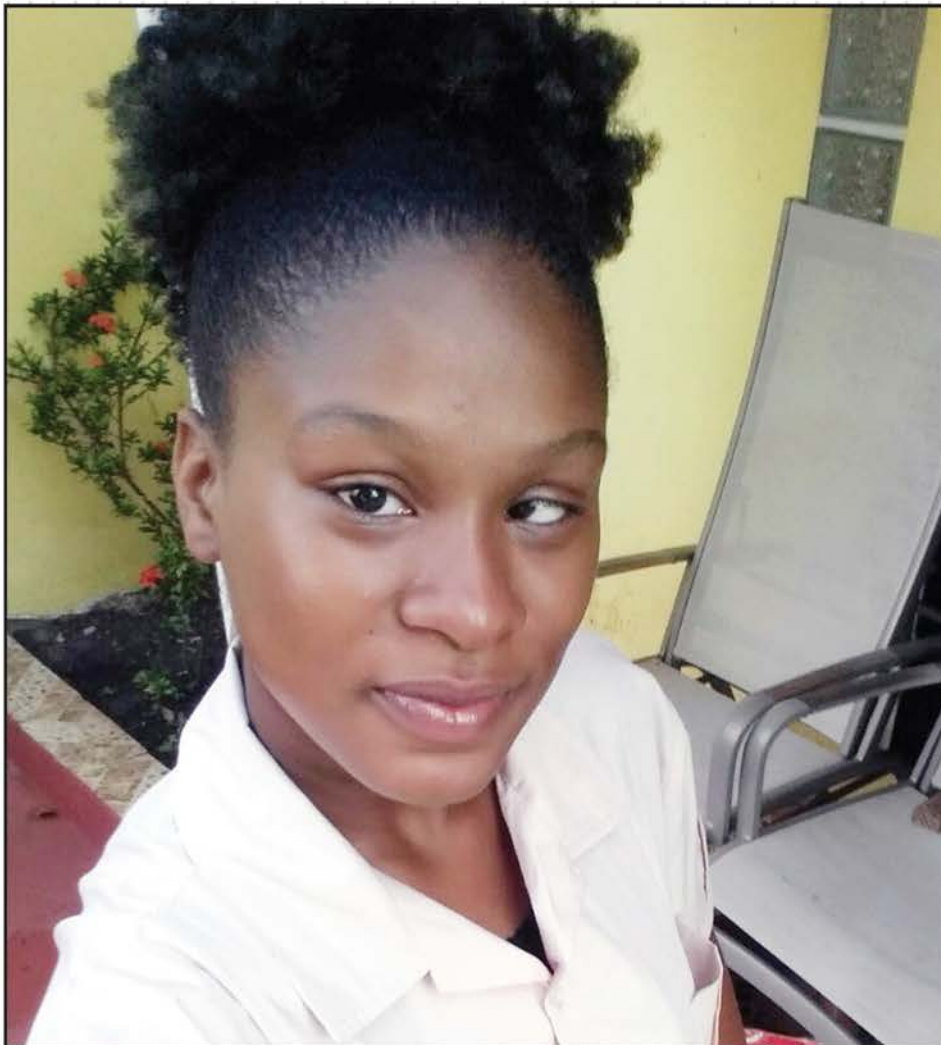
## CATEGORY OF PERSONS INJURED

No. Of Drivers Injured	03	02	02	08	04	5	3	3	03				
No. Of Passengers Injured	05	03	10	01	07	2	6	19	00				
No. Of Pedestrians Injured	03	02	04	02	00	7	5	1	03				
No. Of pedal Cyclists Injured	01	00	00	00	00	00	1	00	00				
No. Of Motor Cyclists Injured	02	01	02	00	00	00	00	01	00				
<b>Total No. of Injured Persons</b>	<b>14</b>	<b>8</b>	<b>18</b>	<b>11</b>	<b>11</b>	<b>14</b>	<b>15</b>	<b>24</b>	<b>06</b>				

## CAUSES OF FATAL CRASHES AT BEXON

A Number of factors contribute to the accident and collision in the area. Driver error, human error and natural causes. However driver error seen to be the most prevalent. These include speeding, bad overtaking, poor vehicle maintenance and poor judgement among others. With human error, in the case of road usage. Person's improper use of the road along with poor judgement on the part of the pedestrian. These factors highlighted under human error are also compounded by use of Alcohol in one way or the other.

# Scholarship



## SHANIA JOSEPH

**F**ive years ago, I was honoured to be selected as a recipient of a five-year scholarship from the Insurance Council of Saint Lucia. Back then, I had just gotten enrolled at the Vieux Fort Comprehensive Secondary School. My knowledge journey had just begun.

I was in fourth form when I was first featured in this magazine. Since then, I have excelled in my endeavor to succeed. Having challenged myself to writing eleven subjects in the June

2015 CSEC examinations, I am extremely proud of my achievements. Obtaining ten grade 1's and one grade 2, I was ready to move on to greater things. I am now enrolled at the Division of Arts, Science and General Studies of the Sir Arthur Lewis Community College, where I study Management of Business, Economics and French, with a dream of working in the Economics and international relations field.

I owe much of my success to the financial support through the scholarship program of the Insurance Council of Saint Lucia. This journey was made a lot easier through this scholarship as it eased much of the financial pressure on my parents in such economically difficult times.

I must say that the Council's support went beyond the financial aspect. The relationship developed between the Council and myself was key, as its members expressed deep concern for my well-being and ensured that that I kept on the path of excellence. Excelling and meeting the average set by the Council remained in the forefront as I ensured that my performance was not disappointing. I remember members reaching out to me, simply to commend me on my academic performance, saying "Congratulations on your average this term!" or "Keep up the good work!" These gestures may seem trivial to most, but they reminded and motivated me to stay focused and to keep at it when frustration loomed over my shoulder. Though never actually spoken, I knew that all the praise, advice and check-ups summed up to the words, "I support you." For this, I will be eternally grateful.



# Scholarship *continued*



**SHANIA  
JOSEPH**

**M**y name is Kiana Gajadhar, a proud past student of the St. Joseph's Convent Secondary School and also a recipient of the Academic Secondary School scholarship offered by the Insurance Council of St. Lucia. The support brought upon by the council has been not only beneficial financially, but it has been the driving force to maintain an average of 70% and over during my 5 years at secondary school. Discipline, time management, and the ability to balance between my academics and extra curricular activities are only a few skills that I have acquired and these have allowed me to attain 8 grade 1 passes and one grade 2 pass at the CXC examinations this year. I am currently a student, studying the sciences at the advanced level at the Sir Arthur Lewis' Community College.

I believe the initiative taken by the council to assist in the education of students is one of great importance and with this said, I am truly grateful to the Insurance Council for their assistance as I continue to further my education.

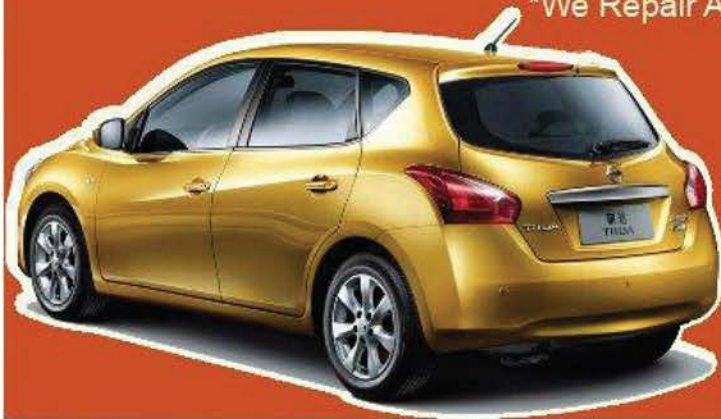
# SCHOLARSHIP RECIPIENTS RECEIVING THEIR CHEQUES





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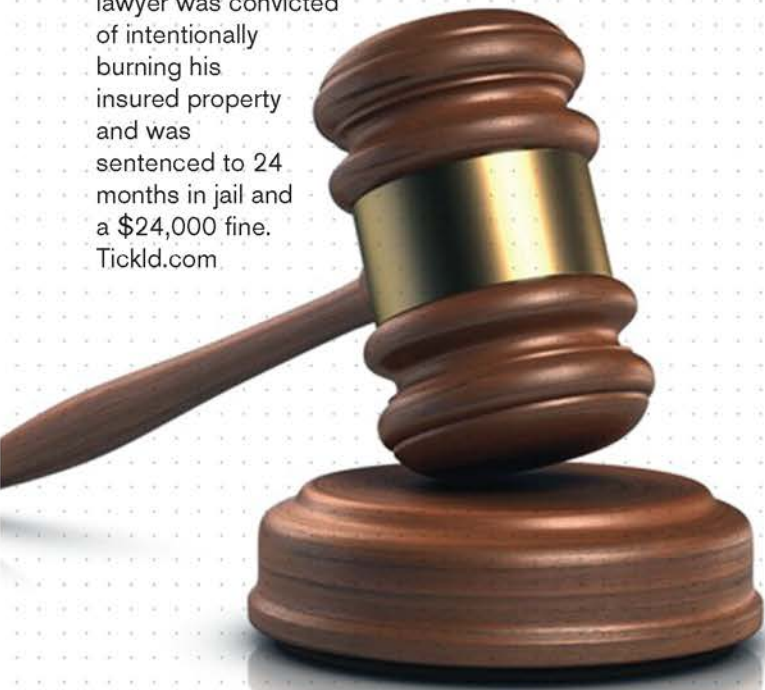
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## Lawyer Sues Insurance Company Unfairly & Wins. But Is Shocked When They Did This In Response.

**A** Charlotte, NC, lawyer purchased a box of very rare and expensive cigars, then insured them against fire among other things. Within a month having smoked his entire stockpile of these great cigars and without yet having made even his first premium payment on the policy, the lawyer filed claim against the insurance company. In his claim, the lawyer stated the cigars were lost "in a series of small fires." The insurance company refused to pay, citing the obvious reason: that the man had consumed the cigars in the normal fashion. The lawyer sued...and won! In delivering the ruling the judge agreed with the insurance company that the claim was frivolous. The Judge stated nevertheless, that the lawyer held a policy from the company in which it had warranted that the cigars were insurable and also guaranteed that it would insure them against fire, without defining what is considered to be unacceptable fire, and was obligated to pay the claim. Rather than endure lengthy and costly appeal process, the insurance company accepted the ruling and paid \$15,000 to the lawyer for his loss of the rare cigars lost in the "fires." After the lawyer cashed the check, the insurance company had him arrested on 24 counts of ARSON!!! With his own insurance claim and testimony from the previous case being used against him, the lawyer was convicted of intentionally burning his insured property and was sentenced to 24 months in jail and a \$24,000 fine. Tickld.com



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# TRINIDAD BLACK CAKE

- 1 lb prunes, seeded and chopped
- 1 lb raisins
- 1 lb currants
- 1 lb sultans...
- 1/4 lb mixed peels
- 1/2 lb cherries chopped in half
- 1 1/2 cups cherry brandy
- 2 cups rum
- 2 cups or 1 lb butter
- 2 cups or 1 lb sugar  
(brown or granulated)
- 10 large eggs
- 2 tsp. grated lime peel
- 2 tsp. vanilla extract
- 1 lb or 4 cups flour
- 4 tsp. Baking powder
- 2 tsp. ground cinnamon
- 1/4 cup browning or more
- 1 cup mixture of rum and cherry brandy



## Method

1. The day before or some days before baking I boil the fruits ( prunes, raisins, currants, sultans, mixed peels and cherries) in rum and cherry brandy. It's optional some people might prefer soaking the fruits. Blend some fruits.
2. Line cake pans with double layers of wax paper.
3. Cream butter and sugar until light and fluffy.
4. Beat eggs one at a time. I prefer blending the eggs in the blender. Pour in eggs into the batter and add lime peel and vanilla.
5. Combine flour baking powder and cinnamon, fold into creamed mixture gradually.
6. Add fruits and enough browning to give desired colour. Stir well. I always put a Guinness when mixing the batter. U can always add a little more rum to ur desired taste.
7. Put in lined baking pans and bake in a preheated oven at 250°F for first hour, reduce heat to 200°F- 225°F for the remaining 1 1/2 hours or until tester comes out clean.
8. Prick hot cakes and soak with a mixture of rum and cherry brandy. Cover and set aside to cool.

**Enjoy.**



# INSURANCE

Find words from the Insurance Industry

K L L A W E N E R U V D S I F V C H R E J  
 N N J R T A B S O L U T E H N D I R E C T  
 E N D O R S E M E N T S N D F S D I F L D  
 U V J Y C N A P U C C O N U U E U H W E T  
 U D T T A Y T M A Q I S I L R C S R C L C  
 N R E Q C B D I W S O N L U A W T L E N I  
 O A E X V E R N I V S C S A S R A I R D R  
 I Z Y U C B R L O U D N T P N R O N B H T  
 T A R T Y L L I R I I W E R A D E M E L S  
 A H I T I O U E D R T C E T R V E A B Q E  
 R Z S N C N R S E N U A I L I Z R R U O G  
 E Z K E P D M D I L I O G S L T C D R C L  
 D V F D V M N E A O N D N O H I S C G C A  
 I T A I P U O T D S N E E Q R A N A L U C  
 S H Y C L E I R T N H S U R Q B D G A R I  
 N E R C A V R C A E I A D N U X U U R R S  
 O F E A E N A I R L K C B G R S B S Y E Y  
 C T B X Z X C P L E E O P I F N N R E N H  
 L E B I L F M Y S T R U C T U R E I R C P  
 S J O X G O W H A R V E S U S S O L N E D  
 Z H R B C H L I A B I L I T Y M I G U U X

ABSOLUTE  
 HAZARD  
 RENEWAL  
 ACCIDENT  
 INDEMNITY  
 RISK  
 ACV  
 INDIRECT  
 ROBBERY  
 BURGLARY  
 INSURED  
 SLANDER  
 COLLISION  
 INSURER  
 SPECULATIVE  
 COMPREHENSIVE  
 LIABILITY  
 STRICT  
 CONSIDERATION  
 LIBEL  
 STRUCTURE  
 DECLARATIONS  
 LOSS  
 SUBROGATION  
 DEDUCTIBLE  
 MORAL  
 THEFT  
 DIRECT  
 MORALE  
 UNDERINSURED  
 DWELLING  
 NFIP  
 UNINSURED  
 EARTHQUAKE  
 OCCURRENCE  
 UNOCCUPANCY  
 ENDORSEMENTS  
 PERIL  
 VACANCY  
 EXCLUSIONS  
 PHYSICAL  
 WHARVES

This worksheet is suitable for individuals or educators that want something with a difficulty level of Very Difficult. You can find the words in the grid by looking Diagonal, Forward, Backward, Up, and Down. Circle them with a pencil or use a marker to highlight the letters. But most of all HAVE FUN!!!

# JOKES



Two accountants are in a bank when armed robbers burst in. While several of the robbers take the money from the tellers, others line the customers up against a wall and proceed to take their wallets, watches, and other valuables. In the midst of the chaos, accountant No. 1 jams something in accountant No. 2's hand. Without looking down, accountant No. 2 whispers, "What is this?" to which accountant number one replies, "It's that \$50 I owe you."



## THE UNDERWRITER & HIS WIFE

Underwriter's wife: "You always carry my photo in your handbag to the office. Why?"

Underwriter: "When there is a problem, no matter how impossible, I look at your picture and the problem disappears."

Underwriter's wife: "You see how miraculous and powerful I am for you?"

Underwriter: "Yes, I see your picture and say to myself, 'What other problem can there be greater than this one?'"

## WOMAN, MAN & INSURANCE

These two jokes are compliments of students in CE seminars:

Question: Do you know what a woman and insurance have in common?

Answer: They are both expensive, difficult to understand and what you get is not guaranteed.

Question: Do you know the difference between a man and a whole life policy?

Answer: A whole life policy eventually matures.





## The Insurance Council of St. Lucia

### APPROVED GARAGES 2016

Category	Activity for which approved
A	B, C & D Below
B	Repair Estimates and Repair
C	Inspections for Roadworthiness (as per Motor Vehicle & Road Traffic Act (2003)
D	Vehicles Inspections for Insurance, Including assessing estimated market value

#### Section 1: The following are authorized to inspect all vehicles under 7 tons MGW:

Name of Garage	Category	Name of Inspector	Tel. No./Fax No.
A Best Auto Repair Paix Bouche Babonneau P.O. Box GR 5129 Gros-Islet	C & D	Alexis Lubrin Angus Richard Derrick Daniel	450-5200 452-9887 452-8160
Aupicon Auto Services J.Q. Plaza P.O. Box 1050 Vieux- Fort	A	Joseph Raveneau Lane St. Aimee	454-5674
Autozone Bois D'Orange c/o Henry Prospere P.O. Box 84/85 Castries	A	Dexter Durant Errold Charles Zacheus Clement Shane Epiphane Martin Goodman Henry Prospere Claudius George	452-6308 722-5305 716-5720
Auto Inspectorz RMC Building Bois D' Orange P.O. Box 1844 Castries	C&D	Barry Ragunanan	285-1431 452-9825
Auto Specialist Bexon Highway P.O. Box 715 Gable woods Vieux – Fort	C&D	Bernil Jankie Sammy Lance Celise	451-2287 284-2094
Andre's Auto Repairs Gable woods South P.O. Box 901 Vieux – Fort	C & D	Francis Cooman Edmond Jr. Baptiste	454-3239

Battery World Plus Service Center Rodney Bay P.O. Box RB 2637 Rodney Bay	C&D	Richard Jn. Marie Rory Jn. Marie Christopher Jn. Marie Wendy Jn. Marie	451-2264 285-9188
Beachcomber Ltd. Vide Boutielle P.O. Box 930 Castries	A	Shane Wells Donavan Lorde	452-5241 452-7448
Dolcy's Auto Repair La Croix Babonneau Castries	C & D	Vince Dolcy Joseph Dolcy Richie Williams	285-3461 384-5332
Eastern Autos Anse Ger Micoud	A	Sylvanes Jeriff Allain Smith Robert Joseph Dyke K. Flavius	455-4000 452-4747
Economy Auto Services Avis Building Vide Boutielle Vigie Roundabout Castries	C&D	Alexis Mondesir	451-6568 484-0668
Hoints Point Garage Desruisseaux Post Office Micoud	A	Michael Amos Ronald James	455-4954
J.Q. Charles Motors Ltd. Choc Bay P.O. Box 279 Castries	C & D	Judicael Francis Cadis St. Val Ric Kisna Marius Paul	450-2057 453-2277
Jn Marie & Sons Ltd. l'Anse Road P.O. Box 527 Castries	C & D	Richard JnMarie Christopher JnMarie Rory JnMarie	452-4359 451-6690
K&M Garage Inc. Bois D'Orange Gros Islet Post Office Gros - Islet	C&D	Patrick Michaud Shaquille Michaud Emily Williams <b>Chester Erick Charles - (Freelance Inspector)</b>	452-6596
Mauricette's Auto Repairs Inc. P.O. Box 1459 Bois D'Orange Gros- Islet	A	Hilron Mauricette	450-2003 458-4577
Monrose Auto Dynamics l'Abayee P.O. Box 1506 Castries	A	Antoine Monrose Sylvester James	451-0236
Napa Auto Care St. Jude's Highway P.O. Box 248 Vieux - Fort	A	Bryan James Devin Jn. Pierre Collin Stephen Kahlai J. Hippolyte	454-9248

Nom's Auto Body Repair Bexon P.O. Box 4086 Bocage Castries	A	Mohinder Saiwak	453-5050
North South Enterprises Chaussee Road P.O. Box 1846 Castries	A	Errold Cyril Darren Peter <b>Shem Charles - (Freelance Inspector)</b>	452-2495/6
North West Ltd. P.O. Box 946 Castries	C & D	Darren Jawahir Glen Augustin	452-1379 453-1331
Peters Holdings Limited Vide Boutielle P.O. Box 84/85 Castries	A	Orette Thomas Arthur Girard Jonathan LaForce Arnold Sonson Collin Fevrier	457-7070 457-7079 457-7076
Rasco's Ltd. Bois d'Orange P.O. Box GM 502 Gros-Islet	C & D	Ince Rambally Bobby Rambally Frank Rambally David Owen Dolor	452-0945 452-8307
Rainbow Auto Care Faux- A-Chaux P.O. Box CP6055 Castries	A	Arcadius Phillip Karilil Haynes Brent Mathurin Thomas Winter	458-2673
Rejoice Motor Repairs Massade Industrial Estate Gros-Islet	A	Cyril Mauricette Nyron Theodule Shervon Mauricette	452-8694 484-9504
Sadoo & Sons Trucking Co. P.O. Box M17 Micoud	A	Innocent Sadoo Julian Christophe Morlynthia Eristhee	454-4188 454-0556
Sean's Wrecker & Garage Services P.O. Box BJ 0029 Bexon	C & D	Sean Rambally Tarah Alexander	287-1752 451-2608/9

Sean's Wrecker & Garage Services P.O. Box BJ 0029 Bexon	C & D	Sean Rambally Tarah Alexander	287-1752 451-2608/9
Shorey's Garage Massade P.O. Box 755 Castries	A	Henderson Shorey Keith Frederick	450-0293/4
South Shore Auto Services P.O. Box 242 Vieux Fort	A	Osbert James Anthony James Vernaleah James Ossie – Kania James Chris Joseph	454-5612 454-7771
Spencer's Services Limited P.O. Box 303 Industrial Estate Vieux Fort	A	Spencer Emmanuel Sean Emmanuel Ian Remy Kevin Jn. Baptiste Lester Broomes	454-9527 454-5090
St. Lucia Bandag Limited Micoud Street P.O. Box 113 Castries	C&D	Alvin Alexander Christopher Butt	452-3234
St. Lucia Modern Motors Vide Boutielle P.O. Box 457 Castries	A	Gregory Joseph Gabriel Charlemagne	452-4924 453-7313
St. Lucia National Car Rental Massade P.O. Box 542 Gros - Islet	A	John Elliott Christopher Florentville Martin St. Aimee Marylene Kangal	450-8721
The Auto Spa Company Ltd Cresslands Soufriere	C&D	Omar Lamontagne Ricardo George Roy Regis Cecil Ike Alcindor Achilleus Ira Frederick Lisa Justin	457-1171 722-1661 286-8088
Transport & Handling Services Limited Massade Gros- Islet	A	Henry Trim Anthony Philgence Dwight Modeste	450-8722
Union Automotive Limited P.O. Box GM 735 Castries	C&D	Mario Reyes	450-4269

**Section 2: The following are designated to inspect Goods vehicles with MGW of 7 tons and/or over and Earth Moving Equipment:**

Rasco's Ltd. Bois d'Orange P.O. Box GM 502 Gros – Islet	C & D	Ince Rambally Bobby Rambally Frank Rambally David Owen Dolor	452-0945 452-8307
Sadoo & Sons Trucking Company P.O. Box M17 Micoud	A	Innocent Sadoo Julian Christophe Morlynthia Eristhee	454-4188
Sean's Wrecker & Garage Services P.O. Box BJ0029 Bexon	C&D	Sean Rambally Tarah Alexander	287-1752 451-2608/9
K&M Garage Bois D'Orange Gros Islet Post Office Gros Islet	C&D	Patrick Michaud Shaquille Michaud Emily Williams <b>Chester Erick Charles - (Freelance Inspector)</b>	287-1752 451-2608
Spencer's Services Limited P.O. Box 303 Industrial Estate Vieux Fort	A	Spencer Emmanuel Sean Emmanuel Ian Remy Kevin Jr. Baptiste Lester Broomes	454-9527 454-5090
South Shore Auto Services P.O. Box 242 Vieux Fort	A	Osbert James Anthony James Vernaleah James Ossie – Kania James Chris Joseph	454-5612 454-7771
Noms Auto Body Repair Bexon P.O. Box 4086 Bocage Castries	A	Mohinder Saiwak	453-5050
Transport & Handling Services Limited Massade Gros - Islet	A	Henry Trim Anthony Philgence Dwight Modeste	450-8722

**Section 3: The following are designated to inspect Motor Cycles Only:-**

Wayne's Motor Cycle Centre Vide Boutielle Castries	A	Wayne Quintyne	452-2059
Motor Cycle Solutions La Clery Castries	A	Bryan Leonce Erl Phaeton	452-2790
Eastern Autos Anse Ger Micoud	A	Sylvanes Jeriff Allain Smith Robert Joseph Dyke K. Flavius	455-4500

**Section 5: the following are authorized to inspect all types of Motor Vehicles:**

Ministry of Infrastructure, Port Service & Transport & Public Utilities Union	C	Ancletus Ernest Eugene George Rodriquez Hyacinth	468-6308 453-3452
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# Acknowledgement

The General Sub-Committee and Insurance Council of St Lucia would like to thank all those who so willingly contributed towards the third issue of the "Insurance Review" magazine. This issue was inspired by and has been dedicated to the late Geoffrey Jennings Clarke who was a stalwart of the St Lucia Insurance Industry.

J.C loved educating others and it is with this in mind we have decided to use this medium the "Insurance Review" to honor him. While he has gone on to be with his creator, we who were privileged to have received his tutoring will ensure that his legacy lives on for years to come through this magazine.

We trust you had a good read as we sort to share with you our lives and stories with J.C our former manager, friend and love one. Look forward to our next issue in the New Year 2016 as we continue to educate you on all things Insurance.



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