

Monica Cain, CIP

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www. InsuredSuccess.com

Profile

Outstanding insurance professional -- expert in both property and casualty insurance.

- Thrives in a fast-paced, results-driven environment.
 - Seeks out challenges, often identifying innovative solutions to meet customer and company needs and provide competitive advantage.
 - Epitomizes a clear and unwavering belief in our industry's role as a provider of service and protection to customers.
 - Award-winning instructor with excellent instructional design and instruction/facilitation skills and repeated success creating environments conducive to continuous improvement.
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Professional History

**March 2009 to Present – Insured Success
President, Proprietor**

- Taking over 35 years of insurance and related experience coupled with more than 25 years of expert teaching, Insured Success continues to excel at all types of insurance teaching.
 - Standard industry courses including CAIB, CIP and OTL are among the successful learning options available.
 - Topic specific compositions of courses and seminars are also available.
 - Customized course material is expertly created and focused on each customer, organization and company needs.
 - Insured Success (Monica Cain) is also expert in many wordings and the review, updating and composition of policy wordings, both personal and commercial.
 - Since 2009 Monica has been highly successful teaching CAIB 1 & 2 along with a course on Extraordinary Service as a large part of the Seneca College P&C program. <http://www.senecac.on.ca/school/cfs/pci/>
 - Insured Success and Monica Cain are the leading resource for training.
 - Review the numerous comments and testimonials to this at <http://www.monicacain.ca/testimonials.shtml>
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Monica Cain, CIP, Continued

Professional History

November 2002 to March 2009 – CAA Insurance Company (Ontario) Manager Product Underwriting reporting to the Director of Underwriting and Actuarial Services.

- Authored front line and underwriting training sessions, including both design and presentation, which earned a participant rating of excellent (90%+)
- Provided expert advice to all underwriting, sales, service and claims associates.
- Appointed Ombudsman Liaison to FSCO, successfully resolved customer complaint issues.
- Reviewed and implemented new property policy language to streamline and improve both coverage and readability.
- Appointed project manager on numerous, successful projects.
- Created and implemented an electronic method to capture underwriting decisions and exceptions. This allowed for ongoing analysis that resulted in more relevant products and underwriting programs. This was also an excellent source of information for current and future training needs.
- Introduced and managed a new, electronic format for completing audits which enabled better information capture, analysis and ongoing education of sales, service and underwriting associates.
- Led Underwriting in numerous rate and rule changes for automobile in Ontario, Nova Scotia, New Brunswick and Prince Edward Island.
- Created and implemented an upgraded property underwriting and rating programs.
- Updated, and created online as well as print versions of, all Automobile and Property manuals.
- Designed, implemented and maintained the online Bulletin process which allowed for better and more relevant communication to all areas of the company.

Represented CAA as member of an industry information sharing group and collected and used much of the information in our product creation and revision.

1997 to 2002 - CGU Group Canada (Aviva) Senior Underwriting Consultant reporting to the Manager National Personal Lines

- Researched, analyzed and created new personal lines property products
- Created a management and data reporting system for the collection and reporting of Ombudsman information,
- Created management and data reporting tools for underwriting audits saving time and creating better feedback to managers and associates .
- Created and presented highly regarded and successful Personal Umbrella Seminars to Brokers in Ontario and at the IBAM Conference.

March 86 to December/96 Prudential of America General Insurance Co., Hanley Insurance Brokers, Canadian Surety Co., Laurentian Casualty Co. of Canada

- Designed, organized and managed the communication and presentation of training for Bill 59, Personal Lines Broker Sales and Technical Skills and Teaching Techniques across Ontario. Evaluations and follow up reviews confirmed there were specific and measurable performance improvements.
- Investigated and adjusted Bodily Injury claims as a Field Adjuster.

Upgraded training on products and customer service for brokers within the Brokerage while using excellent product knowledge, communication skills and understanding of the insurance consumer to increase personal lines product sales.

Monica Cain, CIP, Continued

Structured Learning

- Chartered Insurance Professional since 1982
 - Chaired team to create IIC Applied Professional Underwriting Series
 - Dorman Product Management Certificate.
 - Project Management Certificate (Schulich School of Business, York University)
 - MS Project Intermediate Certificate
 - Information Mapping Documentation Design Certificate
 - Facilitating for Results Certificate
 - I.A.O. Courses.
 - R.I.B.O. License, (91%)
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Awards

- Instructor of the Year, Insurance Institute (2000)
 - Award of Merit, Insurance Institute (2002)
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