



Careers in Insurance.

Now more than ever, the insurance industry needs talented, creative and motivated people.

Insurance affects virtually everything we do in life and business. Nothing – and we mean nothing – happens without insurance!

Insurance professionals manage risks that vary in complexity from around the corner to around the world, known today and new tomorrow.

The industry offers a wide variety of careers to match the ambitions and interests of virtually everyone, with the flexibility to change directions along the way. There are over 125,000 Canadians working in the property & casualty insurance industry – with potentially 27% of them eligible to retire between now and 2027.

We know that a career in insurance is not typically on most people's radar as they plan their careers. But, it should be!

Visit the Career Connections website to view:

- ✓ Videos featuring real professionals
- ✓ Career profiles that outline roles, responsibilities, education and licensing, salary expectations and future outlook
- ✓ Job site with current postings and links to employers

Why choose a career in insurance? Here are three good reasons:

- 1** Because insurance isn't what you think. **It's a whole lot more.**
- 2** No matter what your background or skill set, **there's a place for you in insurance.**
- 3** Insurance is already part of everything you do. **Why not find your career in it?**



CAREERCONNECTIONS™
find your place in insurance



www.career-connections.info



CAREER PROFILES

Whether you're a people person, a math wiz, a born organizer or a strategic thinker, Canada's insurance industry has a job and a career with your name on it. These mini career profiles give you a glimpse of what you can expect in key roles in the industry. Full occupational profiles including information on roles and responsibilities, education, salary information and future job prospects are available at www.career-connections.info

Role

Role Description

ACTUARY

analytical, good with computers and love math

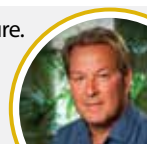
- Apply math and calculate premiums.
- Assess insurance company's claims and reserves.
- Analyze insurance rates for cars, homes, businesses, and belongings.
- Forecast potential impact of catastrophes.



APPRAISER

assists people restore or replace what they've lost

- Inspect insured personal property (i.e. car, home, jewelry) when a claim's been made due to accident, theft or fire.
- Estimate repair or replacement costs and report to the insurance company's loss adjuster.
- Help policy holders through a difficult time and ensure that their car, house or property is repaired or replaced to the state it was before their loss.



BROKER / AGENT

people person and a great communicator

- Help consumers choose the right insurance coverage to protect their cars, homes, businesses and belongings.
- Assess risks and help protect clients from potential loss due to accident, fire or theft.
- Manage all aspects of the insurance transaction.
- Service the portfolios of existing clients and find new clients.



CLAIMS INVESTIGATOR

helps people in times of need

- Examine statements of loss to determine authenticity, validity and prevention of fraud.
- Coordinate required services, such as an approved mechanic to repair a vehicle.
- Investigate defective products that may cause injury or damage, or events (ie an oil spill) for which liability may exist.



LOSS ADJUSTER

part private investigator and part therapist

- Help those suffering a loss receive entitled compensation and assistance to return to where they were before.
- Investigate insurance claims due to losses such as fires, car accidents, and burglaries.
- Arrange interim solutions (ie rental car, medical treatment) as necessary.
- Make recommendations regarding payment of benefits and negotiate payment and settlement.



LOSS CONTROL SPECIALIST

spots trouble before it happens

- Inspect and identify potential risks related to fire, crime, liability or accidents.
- Make recommendations to reduce the frequency and severity of losses.
- Understand large commercial and manufacturing risks where there are complex processes and many exposures to loss.



MARKETING REPRESENTATIVE

promoter, presenter, partner

- Work for an insurance company promoting its products and services.
- Manage the relationship with its sales force – independent brokers and agents.
- Create marketing strategies, conduct market research, develop brand positioning and promotional materials to develop and deliver products and services to meet customer needs.



RISK MANAGER

strategist and planner

- Protect the assets of organizations – as an employee or a consultant.
- Identify potential risk exposures that may cause accidents or loss.
- Recommend and implement preventive measures to minimize costs and damage should a loss occur (such as disaster recovery plans, emergency evacuations and purchasing insurance).



UNDERWRITER

relationship developer and decision-maker

- Assess the insurance needs of people and organizations (as diverse as malls, manufacturers, governments).
- Examine every facet of an organization's operation and its request for insurance.
- Accept and reject risk on behalf of insurance companies, decide what they should cover and how much to charge.



Common ways of getting started in insurance

Canada's insurance industry is a diverse and inclusive community in which organizations require a full range of knowledge and skills to successfully meet the needs of their customers. No matter what you may be studying or have studied – from marketing to fine arts to auto mechanics to chemistry – most post-secondary education and career experience can fit with roles in the insurance industry. Some professional roles require certification or licensing with some variation in criteria depending on provincial regulations. See page 7 for more information on licensing.

Once working in insurance you'll find that understanding how insurance works is necessary and that lifelong learning is an expectation of the job. Completing an industry certification such as the Chartered Insurance Professional (CIP) designation, Canadian Risk Management (CRM) designation, Canadian Accredited Insurance Broker (CAIB) or other, is strongly encouraged, highly valued, and often financially supported by industry employers.

Requirements	Possible Job Titles
<ul style="list-style-type: none"> • Obtain a high standing in actuarial math/sciences, statistics or math. • Achieve professional status by passing exams set by the Casualty Actuarial Society (CAS) and Society of Actuaries (SOA). 	Actuarial Associate, Data Modeller/ Data Analyst, Actuarial Intern, Actuarial Analyst, Statistical Analyst, Risk Analyst
<ul style="list-style-type: none"> • Most areas of study or work experience may be applicable; studying the business of insurance, transportation, mechanical engineering or construction may be an advantage. • Set a goal to achieve an industry recognized designation, such as a CRM or CIP. 	Automotive Appraiser, Real Estate Appraiser, Commercial Property Valuator, Personal Property Assessor
<ul style="list-style-type: none"> • Most areas of study or work experience may lead to a great career as a broker. • Start by writing a licensing exam; find a job with an insurance brokerage to get on-the-job training. • Set a goal to achieve an industry recognized designation, such as CIP, CAIB or CRM. 	Customer Service Representative, Sales Representative / Associate, Producer, Insurance Advisor, Account Representative, Insurance Associate
<ul style="list-style-type: none"> • Achieve high standing in a technical program such as law enforcement, criminal justice, risk & insurance management. • Earn an engineering or accounting degree plus professional designations (ie CMA, CA, CGA or PEng) for specialized roles in forensic accounting/engineering or accident re-construction. • Set a goal to achieve a recognized designation or certificate, such as CRM, CIP or Fraud Examination. 	Claims Analyst, Field Investigator, Fraud Examiner, Special Investigations Associate, Fraud Investigator
<ul style="list-style-type: none"> • Most studies or work may qualify; criminal law, security, business or health sciences may be an advantage. • Start by writing a licensing exam; find a job with an insurance company to get on-the-job training. • Set a goal to achieve an industry recognized designation, such as CIP or CRM. 	Claims Assistant, Claims Centre Representative, Field Adjuster, Property or Liability Adjuster, Claims Adjuster, Claims Associate
<ul style="list-style-type: none"> • Obtain a high standing in a technical, engineering or applied science program. • Gain specialized experience in auditing, loss prevention, risk management or other related trades. • Set a goal to achieve an industry recognized designation, such as a CRM or CIP. 	Loss PREVENTION ENGINEER, Loss Prevention Specialist, Safety Advisor, Risk Consultant
<ul style="list-style-type: none"> • Obtain a high status in a business of insurance program or a business administration or commerce program; specialization in finance, management or marketing would be an advantage. • Set a goal to achieve an industry recognized designation, such as a CIP or CRM. 	Marketing Associate, Product Developer, Business Development Specialist, Marketing Analyst, Corporate Communications
<ul style="list-style-type: none"> • Most studies or work may qualify; engineering sciences, commerce, business management, judicial studies and risk management are an advantage. • Specialization in fire, health and safety, liability or law may also help. • Set a goal to achieve a recognized designation, such as a CRM or CIP. 	Customer Service Representative, Risk Analyst / Advisor, Safety Consultant, Environmental Risk Assessment Specialist
<ul style="list-style-type: none"> • Most areas of study or work experience may be applicable; actuarial sciences, business administration, economics, commerce or law may be an advantage. • Find employment with an insurance company for on-the-job training. • Set a goal to achieve an industry recognized designation, such as CIP or CRM. 	Underwriting Assistant, Risk Analyst, Underwriting Associate, Underwriting Specialist, Underwriting Intern/Trainee



INSURANCE EDUCATION

There are a number of educational pathways that can lead you to an insurance career. Here are four examples that provide various levels of exposure and opportunity to learn about insurance and risk management along the way. More information is available at www.career-connections.info

1

College & University Programs – Chartered Insurance Professional (CIP) Focus

There can be distinct advantages to pursuing post-secondary education in insurance. The following colleges and universities from west to east across the country offer full-time insurance and risk management programs. Students in these programs:

- can work towards the Chartered Insurance Professional (CIP) designation while completing their studies.
- gain industry exposure and connections through networking opportunities and in some cases, co-op placements.
- have distinct advantage in highlighting their skills and knowledge to potential employers upon graduation.
- often experience a high employment rate upon graduation.

BCIT British Columbia Institute for Technology – Burnaby, BC
Credential: General Insurance & Risk Management Diploma (2 yrs)
Opportunity for up to 8 CIP Credits
www.bcit.ca

Bow Valley College – Calgary, AB
Credential: Business - Insurance & Risk Management Diploma (2yrs)
Opportunity for up to 7 CIP Credits. Co-Op: Yes
www.bowvalleycollege.ca

Grant MacEwan University – Edmonton, AB
Credential: Insurance & Risk Management Diploma (13 mos)
Opportunity for up to 7 CIP Credits
www.macewan.ca

Saskatchewan Polytechnic – Moose Jaw, SK
Credential: Business Insurance Diploma (2 yrs)
Opportunity for up to 5 CIP Credits
www.saskpolytech.ca

Red River College – Winnipeg, MB
Credential: General Insurance Fast-Track Certificate (6 mos)
Opportunity for up to 5 CIP Credits
www.rrc.ca

Fanshawe College – London, ON
Credential: Business - Insurance Diploma (2 yrs)
Opportunity for up to 9 CIP Credits. Co-Op: Yes
www.fanshawec.ca

Conestoga College – Kitchener, ON
Credential: Business - Insurance Cooperative Education Diploma (2 yrs)
Opportunity for up to 9 CIP Credits. Co-Op: Yes
www.conestogac.ca

Mohawk College – Hamilton, ON
Credential: Business - Insurance Diploma (2 yrs)
Opportunity for up to 9 CIP Credits. Co-Op: Yes
www.mohawkcollege.ca

Seneca College – Toronto, ON
Credential: Business - Insurance Diploma (2 yrs)
Opportunity for up to 8 CIP Credits. Co-Op: Yes
www.senecacollege.ca

NBCC - New Brunswick Community College – Moncton, NB
Credential: Business Administration: Insurance & Risk Management Diploma (2 yrs)
Opportunity for up to 8 CIP Credits
www.nbcc.ca

CCNB - Collège communautaire du Nouveau-Brunswick – Dieppe, NB
Credential: Administration des Affaires - Assurances de Dommages
Opportunity for up to 7 CIP Credits
www.ccnb.ca

Post-Graduate Programs

Fanshawe College – London, ON
Credential: Insurance & Risk Management Graduate Certificate (8 mos)
Opportunity for up to 7 CIP Credits
www.fanshawec.ca

Humber College – Toronto, ON
Credential: Insurance Management Graduate Certificate (8 mos)
Opportunity for up to 7 CIP Credits
www.humber.ca

Centennial College – Toronto, ON
Credential: Insurance Management Graduate Certificate (8 mos)
Opportunity for up to 7 CIP Credits
www.centennialcollege.ca

**To challenge an exam or receive credit towards your CIP while completing your college/university studies in a full time insurance program, you need to satisfy all requirements set out by the Insurance Institute of Canada. To learn more and to ask questions, please call the Institute's Member Services team at 1.866.362.8585.*

2 University Programs – Insurance and Risk Management Focus

Some universities offer insurance and risk management concentrations through their faculty of business. Students enrolled in these programs can be eligible for both CIP credit and the opportunity to challenge some of the national exams leading to additional credits towards their CIP designation.

University of Calgary – Calgary, AB
Haskayne School of Business

Credential: Bachelor of Commerce - Risk Management & Insurance
Opportunity for up to 3 CIP Credits
www.haskayne.ca

Wilfrid Laurier University – Waterloo, ON
Lazaridis School of Business and Economics

Credential: Honours Business Administration Concentration in Insurance & Risk Management
Opportunity for up to 2 CIP Credits
www.wlu.ca

Students who complete insurance and risk management education programs often are eligible to challenge some of the national exams required to earn their CIP designation. For more information about the CIP designation granted by The Insurance Institute, see page 6.

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The industry supports these full-time insurance programs financially, with instructors, with standards for content and delivery, and in some cases providing scholarships and co-op opportunities for students. The majority of graduates are hired into the industry upon graduation; the college and university programs listed here boast a 90-100% placement rate. The remaining requirements for the CIP are completed once you are working in the field.

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Learn more from a graduate talking about how her college program experience launched her career in insurance. Watch the video at:
www.career-connections.info/Explore-Careers/insurance-education



3 College and University Programs – Any discipline

Another way to find your place in insurance is to leverage the education you already have. You may be surprised to learn that employers in the industry require a full range of knowledge and skills to successfully meet the needs of their customers. Your studies in marketing or fine arts or auto mechanics or chemistry – almost any discipline, really – combined with your career experience, can fit with many roles within the industry. Because insurance affects virtually everything we do in life and business, you'll have the chance to build on your education and your skills every day. More information can be found in our Post-Secondary Brochure or at www.career-connections.info

4 Continuing Education Programs

You may consider exploring any of the insurance, actuarial, workplace safety and risk-related courses that may be offered as part of the continuing education, online learning and/or part-time studies programs of your local college or university. While these courses do not typically lead directly to credits for the Chartered Insurance Professional (CIP) designation, they can provide an introduction to insurance and basic risk principles. Some courses may also provide the learning option that enables you to challenge the licensing exam required to become an insurance broker or agent or adjuster in your province.

Contact the Registrar or Continuing Education office for information about their offerings.

More information about licensing is available at:
www.career-connections.info or www.insuranceinstitute.ca



Getting a job in the insurance industry

Here are 5 tips and resources to help you find your place in insurance:

- 1 Explore your own insurance connections – who handles your home, tenant or car insurance? Do your friends or family know someone who works in insurance? Who handles the risk management or insurance where you work? Discover connections and other ways to network at: www.career-connections.info/networking
- 2 Research the industry to get to know potential employers. There are more than 200 insurance organizations in Canada. A good starting point are industry magazines and the employer list at: www.career-connections.info
- 3 Ensure that you have a resume tailored to the role you are looking for and the needs of the industry. Check out: www.career-connections.info/resumes
- 4 Search for career opportunities and post your resume at: www.career-connections.info/jobsite
- 5 Explore the industry educators and professional associations – they may host special events, offer courses or conduct seminars that may be of interest and allow you to connect with others in the industry. Check out: www.career-connections.info

Your education, interests and experience may add up to a great career in insurance

Take Our Quiz To Find Out How.

www.career-connections.info/quiz



EXPLORE CAREER PROFILES



WATCH THE VIDEOS



LEARN MORE



Getting to know the Insurance Institute

The Insurance Institute is the premier source of professional education and career development for the country's property and casualty insurance industry. Established in 1899, the Institute is a not-for-profit organization serving more than 40,000 members across Canada through 19 volunteer-driven provincial institutes and chapters. The Institute has granted the Chartered Insurance Professional (CIP) and Fellow Chartered Insurance Professional (FCIP) designation to more than 18,000 graduates and also offers Risk Management, Commercial Insurance, and Advanced CIP certificates as well as other professional development programs.

These designations have long set the standard of education, excellence and ethics in the insurance industry. As well, on behalf of the industry, the Institute conducts demographic research, publishes a series of emerging issues reports and trends papers, and promotes careers in insurance through the Career Connections program.

More information about these and other Institute offerings can be found at: www.insuranceinstitute.ca



Insurance Institute



Getting licensed and credentialed in the insurance industry

As you start your career in insurance, it will be necessary to build your knowledge and expertise related to insurance and risk management principles and practices. Specifically, you may be required to complete one or more of the industry's licensing, certificate or designation programs. The most common educational programs once hired, are listed here. They are typically completed within a short period of time after entry into the industry, and are often financially supported by your employer.

As your career in insurance progresses, continuous learning is essential given the pace of change in the industry and evolving risks in society. In-house training and professional development programs are offered by the Insurance Institute of Canada, insurance employers and professional bodies across the country. These learning opportunities help you to keep your skills and knowledge up-to-date as your work evolves and changes throughout your career.

In addition to the three programs listed here, there are also a number of other educational standards and designation programs available for specific roles, such as brokers, actuaries, claims professionals and risk managers from specific professional associations within the national and international insurance industry.

It's hard to imagine a career choice where you'll have the chance to use more of your skills than insurance.

General Insurance Essentials (GIE)

The GIE Certificate Program

One way to start your career as a broker, agent or adjuster is the General Insurance Essentials (GIE) program. This two course program introduces the principles and practices of property & casualty insurance and may meet licensing requirements in your province. The GIE can also serve as an excellent foundation for Finance, IT, Legal, and HR professionals joining the p&c insurance sector.

Canadian Risk Management (CRM)

The CRM Designation Program

The Canadian Risk Management (CRM) designation is issued by the Global Risk Management Institute (GRMI) and recognized by the Risk and Insurance Management Society. The CRM program is comprised of 3 courses and 3 standardized international exams that provide the tools and knowledge to create comprehensive risk management strategies for clients. In addition to some post-secondary institutions, the Insurance Institute of Canada offers the three risk management courses that can lead to the Canadian Risk Management (CRM) designation.

Chartered Insurance Professional (CIP)

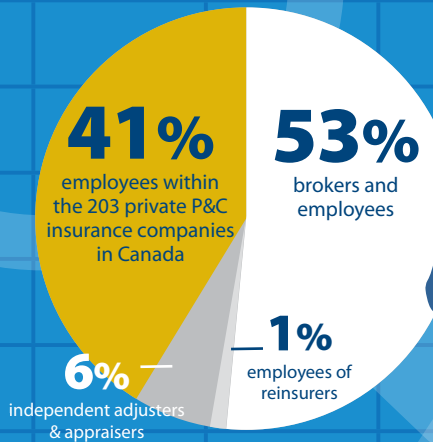
The CIP Designation Program

The Chartered Insurance Professional (CIP) designation is issued by the Insurance Institute of Canada and is recognized by the property and casualty insurance industry and the insurance-buying public across Canada and elsewhere around the world. It is the benchmark of insurance professionalism for individuals starting or building a career in insurance. The CIP Program is comprised of 10 courses and 10 standardized national exams that provide a comprehensive, well-rounded learning experience regarding the business of p&c insurance.

For more information, please visit: www.insuranceinstitute.ca

126,400 people work in the property and casualty insurance industry in Canada.

Who we work for:



Projections on recruitment:

The industry is hiring:

- ✓ Data scientists
- ✓ Digital strategists / marketers
- ✓ Business analysts
- ✓ Commercial and specialty underwriters
- ✓ Claims professionals
- ✓ Risk analysts

What we impact:

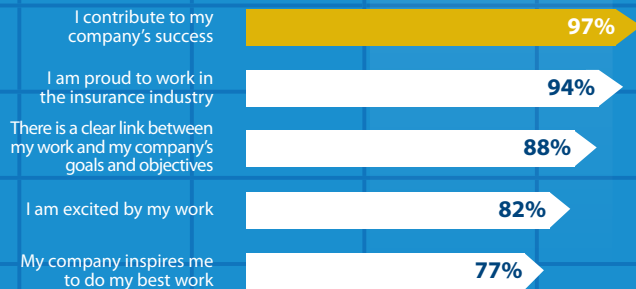
Insurance is an ever-evolving industry that touches nearly every part of the economy and every aspect of society. It's at the forefront of game-changing issues like big data, autonomous vehicles, climate change, cyber security, and other global risks.

Where we work:

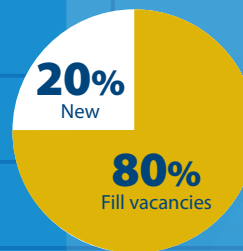
Within all industries from manufacturing to tourism. Urban and rural, on and off site, individually and in teams.

How we feel about our work:

% Industry professionals who strongly agree or somewhat agree with the following:



% to fill existing/new positions*:

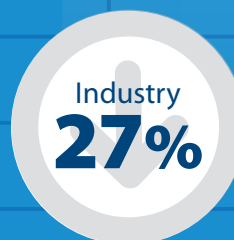


Recruitment will intensify over the next 5 years with 20% being focused on newly created roles and 80% on vacancies in existing roles. Nearly 84% of all recruitment will be for full time permanent positions.

* Youth alone will not meet all hiring needs over the next two years

Projections on retirement:

By 2027, more than 25,000 insurance professionals will be eligible to retire... a large percentage of those retirements will be in management positions.



For more information on the demographics of the p&c insurance industry in Canada, please visit: www.insuranceinstitute.ca/research



CAREERCONNECTIONS™
find your place in insurance



www.career-connections.info

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