

## LOOKING AHEAD

JAN. 14 — **CAMGA**, *Broker-MGA Exchange trade show*, Toronto, Delta Hotel.

FEB. 4-5 — **CatIQ Connect Catastrophe conference**, Toronto, Metro Tor. Conv. Centre.

FEB. 6 — **Insurance Institute**, *GTA annual convocation*, Toronto, Metro Tor. Con. Centre.

# THOMPSON'S WORLD INSURANCE NEWS

January 13 2025 • Back page

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## Gallagher acquires Waterloo broker Encore

WATERLOO, Ont.-based commercial broker Encore Insurance Services has been acquired by Arthur J. Gallagher & Co. Encore, which operates as Encore Group, was founded in 2001 and specializes in coverages for the manufacturing and construction sectors and financial institutions. Its CEO Joe Dalton, president Scott Heaman and their team will remain at their current location in Waterloo. Terms of the transaction were not disclosed. "Encore Group is a highly regarded firm whose expertise complements our existing retail brokerage capabilities in Canada," said J. Patrick Gallagher, chairman and CEO of Arthur J. Gallagher, a global brokerage head-quartered in Rolling Meadows, Ill.

## InsureLine co-founder adjusts responsibilities

INSURELINE co-founder Aly Kanji has relinquished the title of company president but will retain the CEO role. The broker said the change will allow Mr. Kanji to focus on InsureLine's strategic priorities, insurer relationships and recruitment of new franchisees. Kelly Walker, who served as the broker's chief technology officer for more than nine years, has become company president. InsureLine has also promoted Taj Phagura to the role of senior VP of operations and it appointed Manjit Biring VP of personal insurance. InsureLine is a multi-line brokerage franchise with roughly three dozen offices in B.C., Alberta, Manitoba and Ontario.

## Interac platform Loonio enters insurance arena

LOONIO, an Interac payment platform initially developed for the gaming industry, is entering the insurance market. The Edmonton-based firm has partnered with payment specialist SimplePin to provide solutions tailored specifically for insurance providers and policyholders. Loonio said its interface allows customers to make payments using their existing online banking credentials, eliminating the need for lengthy card numbers or additional security questions. The company said its process enhances the user experience and also ensures top-tier security by using bank-grade authentication measures.

## Lloyd's CEO Neal leaving this year for post at Aon

LLOYD's said CEO John Neal will be leaving the global insurance marketplace to join broker Aon. Mr. Neal has held the top post at Lloyd's for more than six years and will become Aon's global CEO of reinsurance and global chairman of climate solutions sometime this year. "He brings significant and relevant experience that will advance our 3x3 plan to accelerate our Aon United strategy, unlock integrated climate solutions and ultimately create key points of difference in how we serve our clients across risk and people issues," Aon CEO Greg Case said. Prior to joining Lloyd's, Mr. Neal served as group CEO of Sydney, Australia-based QBE, a global insurance and reinsurance business. Before that he led a management buyout of managing agency Ensign.

## Institute highlighting licensing education

THE INSURANCE Institute of Canada has launched a nationwide digital campaign to streamline access to licensing education for individuals pursuing careers as p&c insurance professionals. The initiative spans various digital platforms, including Google's search, display and maximized advertising spaces, with the goal of connecting aspiring and experienced industry professionals to the latest licensing resources and guidance. "The campaign creates awareness and ease of access to our vital licensing education in markets across Canada," said Peter Hohman, president and CEO of the institute.

## IBANS seeks nominees for 2025 Aspire Awards

THE INSURANCE Brokers Association of Nova Scotia is accepting nominations for its annual 'Aspire Awards' program until Feb. 14. There are six award categories designed to highlight the innovation, commitment and excellence of those working throughout the Nova Scotia insurance community. Categories include broker excellence, lifetime achievement, emerging professional, insurance company representative, broker leadership and above and beyond. Winners will be announced during the association's annual awards and graduation dinner April 10 at the Westin Hotel in Halifax. More info at [www.ibans.com](http://www.ibans.com).

## Broker Acera expands group business in Sask.

ACERA Insurance Services has expanded its benefits business in Saskatchewan through a partnership with BMA Group in Saskatoon. BMA has been designing group benefits and retirement savings plans for businesses across the province since 2012 and will eventually transition to become Acera Benefits. "We are pleased to welcome the BMA Group team to our organization as we continue to expand the reach of Acera Benefits," said Tony Fairfield, Acera's group benefits president. Acera also recently opened a separate p&c branch in Saskatoon. Acera was formed in 2022 through the merger of Rogers Insurance and CapriCMW. It is one of the largest independent, employee-controlled brokerages in Canada, with 1,200 employees at more than 60 offices in B.C., Alberta, Saskatchewan and Ontario.

## CSIO holding seminar to explore cyber attacks

THE CENTRE for Study of Insurance Operations is holding an online seminar next week featuring real-life stories from the front lines of cyber attacks. Neal Jardine, global risk intelligence and claims director with Toronto-based MGA Boxx Insurance, will be sharing examples of cyber breaches and exploring tactics used by hackers, the impact on businesses and the role of cyber insurance in mitigating financial losses. The CSIO said Mr. Jardine has adjusted insured and uninsured losses arising from more than 400 cyber-attacks and managed numerous cyber risk events worldwide. The one-hour event will be held Jan. 23. Registration information for the event is available at [www.csio.com](http://www.csio.com).

## CIAA and CICMA holding event in June in Digby

THE CANADIAN Independent Adjusters Association and the Canadian Insurance Claims Managers Association have slated their 2025 Atlantic joint conference for June 11-13 at the Digby Pines Resort in Digby, N.S. Details on speakers and other sessions will be posted later at [www.ciaa-adjusters.ca](http://www.ciaa-adjusters.ca). The CIAA was formed in 1953 when it was known as the Canadian Independent Adjusters Conference. The CICMA's origins date back one year earlier.