Insurance Council
BRITISH COLUMBIA

Q&A | Guidelines for Supervision of New Life and/or Accident & Sickness Agents

V.1.1 – Updated March 29, 2023

GENERAL QUESTIONS

Who do the guidelines apply to?

The guidelines apply to life and/or A&S agents and applicants for licensure as a life and/or A&S agent. In particular, to new agents licensed for fewer than two years, or to licensees who provide supervision to new agents.

What's different about the new guidelines?

The new guidelines provide:

- Greater clarity regarding who can supervise, supervisor responsibilities, and the period of supervision
- Recommended maximum of 25 New Life and/or A&S Agents supervised by any one person
- One updated form, two new forms
- More information regarding exemptions to mandatory supervision.

When do the new guidelines take effect?

January 1, 2020.

For New Life and/or A&S Agents already under supervision on or after January 1, 2020: Submission of a Confirmation of Completion Form will be required at the conclusion of your supervisory period.

For Individuals applying for licence on or after January 1, 2020: The new supervision requirements will apply to all New Life and/or A&S Agents who apply for licensure on or after January 1, 2020.

Who Is Exempt? What are the Exceptions?

You are exempt from the mandatory supervision requirement if:

- You are a former licensee who previously held a life licence with Council for a minimum of 2 years and qualified for licensure under the Reactivation Provision;
- You are a non-resident applicant who has been actively licensed in your home jurisdiction for a minimum of 24 months consecutively.

You are eligible to reduce the 24-month minimum supervision period to 12 months if:

- You hold a current Chartered Life Underwriter (CLU), Certified Financial Planner (CFP), or Registered Financial Planner (RFP) designation in good standing.

I used to have a licence with Council, do I still need to be supervised?

You are exempt from the mandatory supervision requirement if you:

- Previously held a life licence with Council for a minimum of two years; **and**
- Qualified for your licence under the Reactivation Provision in Council Rule 2(19).

I previously held a licence in another province, do I still need to be supervised?

If you held a licence in another Canadian jurisdiction for a minimum of 24 months consecutively and qualify for licensure in BC under the Reactivation Provision, you are exempt from the mandatory supervision requirement.

Can my supervisor be someone outside of BC?

A non-resident supervisor is permitted, as long as they meet the qualifications for supervision.

How do I check who is on record as my current supervisor?

You can check the Licensee Directory on the Insurance Council website to see who is currently on record with Council as your supervisor.

Go to portal.insurancecouncilofbc.com/licenseedirectory/ and search for your name. Your name should appear in the search results. Next, select your record. This should open up a separate window that contains information about your licence, including “Supervisor Name” and “Supervisor Effective Date” under the heading “Additional Important Information.”

What if that person is no longer my supervisor?

New Life and/or A&S Agents are required to be under supervision and must cease all insurance activities if they do not have a current supervisor.

If you have a new supervisor, you will need to complete and submit the Supervisor Undertaking Form to Council.

A supervisor who withdraws as a New Life and/or A&S Agent’s supervisor before the mandatory supervision period is complete must provide written notification to Council within 5 business days that they are no longer the supervisor. Until notification is provided, they are still accountable for the New Life and/or A&S Agent.

What if there's a change to my licence status? (What if my licence is inactive/suspended/ cancelled?)

If a New Life and/or A&S Agent's licence is inactive, suspended, or cancelled at any time during the supervision period, the mandatory supervision period will continue until the New Life and/or A&S Agent has accumulated the required time under supervision.

Are the new forms mandatory?

The Supervisor Undertaking Form and the Confirmation of Completion Forms are mandatory. The Supervision Process Review Form is recommended but not mandatory.

Supervisor Undertaking Form: This form is required when a new supervisor is assigned. For new applications, a completed form must be submitted before the application can be processed.

Confirmation of Completion Form: This form is submitted when the new life and/or A&S agent has accumulated the required time under supervision and their supervisor is ready to recommend them for unsupervised practice. Supervision must continue until the form has been submitted and reviewed by Council.

Supervision Process Review Statement Form: Although not mandatory, it is recommended that this form, or something similar be completed for every file the supervisor reviews. You do not need to submit these forms, but you are encouraged to retain them for your records.

What happens at the end of the mandatory supervision period? Do I need to do anything?

Once the New Life and/or A&S Agent has accumulated the required time under supervision and their supervisor is ready to recommend them for unsupervised practice, the Confirmation of Completion Form should be completed and submitted to council. Supervision must continue until Council has reviewed the form and provided confirmation.

What if my supervisor doesn't sign off at the end of the mandatory supervision period?

Supervision must continue until the supervisor submits the Confirmation of Completion Form and it is reviewed by Council.

SUPERVISOR QUESTIONS

Can I delegate supervision to someone else?

Yes, but your designate must also meet the qualifications to be a supervisor; furthermore, you remain accountable for your supervisee.

As a supervisor, am I liable if my supervisee does something that contravenes Council Rules?

As a supervisor, you are responsible for providing oversight and guidance to the New Life and/or A&S Agent such that their sales practices and client recommendations are in line with regulatory requirements. If a New Life and/or A&S Agent under your supervision contravenes regulatory requirements, you will need to be able to demonstrate that you provided adequate oversight otherwise you could potentially face disciplinary action.

What documentation do I need to retain?

Supervisors should maintain all supervision-related documents, including statements, a summary of the supervisor's meetings with the New Life and/or A&S Agent, and any notes regarding the New Life and/or A&S agent's progress.

New Life and/or A&S Agents are encouraged to maintain documentation for their own records.

What if the mandatory minimum 24 months is complete, but I don't feel the New Life and/or A&S Agent is ready for unsupervised practice?

24 months is the minimum requirement for supervision but can continue after this time if the supervisor is not yet ready to recommend the New Life and/or A&S Agent for unsupervised practice. Supervision should continue until such time as the Confirmation of Completion Form has been submitted and reviewed by Council.

What if I answered "No" to one or more of the Supervisor Statement questions on the Confirmation of Completion Form?

The Supervisor Statement questions are intended to help the supervisor gauge the New Life and/or A&S Agent's readiness for unsupervised practice. If you answered "no" to any of the questions, this is a strong indication that continued supervision is necessary.

It is strongly recommended that forms not be submitted until the supervisor feels they can readily answer "yes" to the statements, indicating that the New Life and/or A&S Agent is ready, as submitting forms with "no" answers will prompt Council to contact the supervisor for an explanation.