



# IBAO CONVENTION

OCTOBER 23-24 • SHERATON CENTRE TORONTO

STRONGER  
TOGETHER

ibao



POCKET PROGRAM BROUGHT TO YOU BY



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## DOWNLOAD OUR MOBILE APP – IBAO CONNECT

ENGAGE FOR YOUR CHANCE TO WIN \$500! CONTEST CLOSES FRIDAY, OCTOBER 25 AT 10:00AM.

## ENJOY FREE WIFI THROUGHOUT THE SHERATON HOTEL TORONTO

WIFI NAME: SHERATON CONFERENCE

PASSWORD: IBAO2019

## REGISTRATION DESK HOURS – CONCOURSE, SHERATON HOTEL TORONTO

WEDNESDAY, OCTOBER 23: 7:00AM – 7:00PM

THURSDAY, OCTOBER 24: 7:00AM – 7:00PM



LANYARD  
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NETWORKING LOUNGE  
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HYDRATION STATION  
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STATION SPONSOR

# WEDNESDAY, OCTOBER 23

7:30am – 8:30am

## KICK-OFF BREAKFAST

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Grand Ballroom East  
Lower Concourse

8:30am – 11:00am

## MEMBERS' MEETING

MEMBERS ONLY

Join us for an update on association initiatives and progress, programs that will benefit your brokerage and strategic planning decisions that determine IBAO's next chapter. RIBO accredited.

Grand Ballroom West/Centre  
Lower Concourse

11:00am – 12:00pm

## KEYNOTE SPEAKER: A TRULY UNIQUE PERSPECTIVE

DAVID CHILTON - FORMER DRAGON ON CBC'S DRAGONS' DEN  
& BESTSELLING AUTHOR OF THE WEALTHY BARBER

As someone who's experienced both success and failure, David humorously illustrates how a healthy perspective can lead to positive results—despite what life throws your way—using examples from both his professional and private life and behind the scenes stories from Dragons' Den. RIBO accredited.

**STICK AROUND FOR THE WEALTHY BARBER RETURNS BOOK SIGNING  
WITH DAVID CHILTON OUTSIDE THE GRAND BALLROOM**

Grand Ballroom West/Centre  
Lower Concourse

12:00pm – 1:00pm

## LUNCH

Grand Ballroom East  
Lower Concourse

1:00pm – 4:00pm

## BIP TALKS

Grand Ballroom West/Centre  
Lower Concourse

### HERE COMES THE FLOOD—HOW CLIMATE CHANGE IS IMPACTING WATER SYSTEMS

ALEX & TYLER MIFFLIN - CREATORS & HOSTS OF THE AWARD-WINNING TELEVISION SERIES, THE WATER BROTHERS

### MARKETING TO MILLENNIALS

ANDREW AU - DIGITAL TRANSFORMATION & MODERN LEADERSHIP EXPERT

### FEDERAL ELECTION 2019—WHAT'S NEXT?

GINNY ROTH - VP, NATIONAL PRACTICE LEAD, GOVERNMENT RELATIONS, CRESTVIEW STRATEGY


### THE TALENT PIPELINE

JOHN MCNEIL - PROGRAM COORDINATOR & PROFESSOR, HUMBER COLLEGE, INSURANCE MANAGEMENT POST GRADUATE CERTIFICATE PROGRAM

TREVOR MCINTOSH - HEAD OF TALENT AND CULTURE, ZENSURANCE

PAGE FORRON - OPERATIONS AND MARKETING LEAD, MCCONVILLE OMNI INSURANCE BROKERS

### THE FUTURE OF INSURANCE REGULATION IN ONTARIO

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TIM BZOWEY - EXECUTIVE VP, AUTO/INSURANCE, FINANCIAL SERVICES REGULATORY AUTHORITY

DON FORGERON - PRESIDENT & CEO, INSURANCE BUREAU OF CANADA

4:00pm – 6:00pm

## TRADE SHOW RECEPTION

Sheraton Hall  
Lower Concourse

# WEDNESDAY, OCTOBER 23

6:00pm – 6:30pm

## AWARDS OF EXCELLENCE RECEPTION

Grand Ballroom Foyer  
Lower Concourse

6:30pm – 12:00am

## AWARDS OF EXCELLENCE GALA

JAMES CUNNINGHAM, MC  
THE ST. ROYALS – SPONSORED BY **Cassels**

Grand Ballroom West/Centre  
Lower Concourse

### AWARDS FINALISTS

#### AFFILIATE OF THE YEAR

SPONSORED BY



INSURANCE BROKERS ASSOCIATION OF HAMILTON  
INSURANCE BROKERS ASSOCIATION OF WATERLOO REGION  
WINDSOR & ESSEX COUNTY INSURANCE BROKERS ASSOCIATION

#### BROKERAGE OF THE YEAR OVER 10 LICENSED BROKERS

SPONSORED BY



DULIBAN INSURANCE BROKERS  
MORISON INSURANCE  
ORACLE RMS INSURANCE

#### YOUNG BROKER OF THE YEAR

SPONSORED BY



POUYA JAVADI, PRIMESERVICE INSURANCE  
ADAM MITCHELL, MITCHELL & WHALE INSURANCE BROKERS  
SAM OFF, NATIONAL TRUCK LEAGUE

#### BROKERAGE OF THE YEAR 10 LICENSED BROKERS AND UNDER

SPONSORED BY



KASE INSURANCE  
KENNY INSURANCE BROKERS  
LOCKE INSURANCE BROKERS

#### INNOVATION OF THE YEAR

SPONSORED BY



MORISON INSURANCE  
MIBROKER  
SNAP PREMIUM FINANCE

# THURSDAY, OCTOBER 24

8:00am - 9:00am

## BREAKFAST

Grand Ballroom East  
Lower Concourse

9:00am -12:00pm

## INSURER TOWN HALLS

Mezzanine



### DRIVING DISTRACTIONS

ELLIOTT SILVERSTEIN - DIRECTOR, GOVERNMENT RELATIONS, CAA INSURANCE COMPANY

Linden



### BUILDING YOUR BOOK—THE SERVICE QUALITY IMPERATIVE

MIKE PICKERING - FOUNDING PARTNER, BEST PRACTICE LEARNING SOLUTIONS, ECONOMICAL INSURANCE

Birchwood  
Ballroom



### CHANGE AND REINVENTION

GEORGE STROUMBOULOPOULOS - AWARD-WINNING BROADCASTING PERSONALITY

Cedar



### CLIMATE CHANGE—ADAPTING FOR A BETTER TOMORROW...TODAY

TRACY LAUGHLIN - DEPUTY SENIOR VICE PRESIDENT, CLAIMS, ONTARIO AND ATLANTIC, INTACT FINANCIAL CORPORATION  
DR. BLAIR FELTMATE - HEAD, INTACT CENTRE ON CLIMATE ADAPTATION, UNIVERSITY OF WATERLOO

Pine Ballroom



### LEVERAGING THE POWER OF ETHICS TO ACCELERATE REVENUE GROWTH IN YOUR BROKERAGE

DAVE MAHR - CONSULTING PARTNER, RAIN GROUP

Maple



### ETHICAL CULTURE

CYPRIAN KEBBIANYOR - DIRECTOR, COMPLIANCE & CHIEF PRIVACY OFFICER, LEGAL & COMPLIANCE, TRAVELERS

Chestnut West



### 2019 IN REVIEW & LOOKING AHEAD IN COMMERCIAL LINES

JOSIE PORTO - VICE PRESIDENT, ONTARIO REGION, WAWANESA  
VLAD KOLTCHINE - UNDERWRITING MANAGER, COMMERCIAL & FARM, WAWANESA  
DEREK STEWART - DIRECTOR, COMMERCIAL UNDERWRITING EXCELLENCE, WAWANESA

Chestnut East

# THURSDAY, OCTOBER 24

10:30am – 5:00pm

## TRADE SHOW

Sheraton Hall  
Lower Concourse

12:00pm – 2:00pm

## TRADE SHOW LUNCH

Sheraton Hall  
Lower Concourse

2:00pm – 4:30pm

## INCOMING IBAO PRESIDENT ADDRESS

Grand Ballroom West/Centre  
Lower Concourse

JOSEPH CARNEVALE – BROKERSTRUST INSURANCE GROUP

## CEO PANEL

MODERATED BY PETE TESSIER – HOST & PRODUCER OF  
THE INSURANCE PODCAST

LOUIS GAGNON, INTACT INSURANCE  
CAROL JARDINE, WAWANESA INSURANCE  
HEATHER MASTERSON, TRAVELERS CANADA  
ROWAN SAUNDERS, ECONOMICAL INSURANCE  
MARTIN THOMPSON, RSA  
BOB TISDALE, PEMBRIDGE INSURANCE





2:00pm – 4:30pm

**CSR SEMINAR:  
GETTING THE RIGHT THINGS DONE  
—A GUIDE TO ACHIEVING MORE WITHOUT  
BURNING OUT**

City Hall Room  
Second Floor

HAMZA KHAN - MULTI-AWARD WINNING MARKETER &  
ENTREPRENEUR

6:00pm – 9:00pm

**HOSPITALITY NIGHT**

Mezzanine  
& Second Floor

**MEZZANINE**



PINE ROOM



BIRCHWOOD & FOYER



LINDEN



CEDAR



WILLOW

**SECOND FLOOR**



PROVINCIAL FOYER



PROVINCIAL BALLROOM



DOMINION BALLROOM & FOYER



CHURCHILL



SIMCOE / DUFFERIN



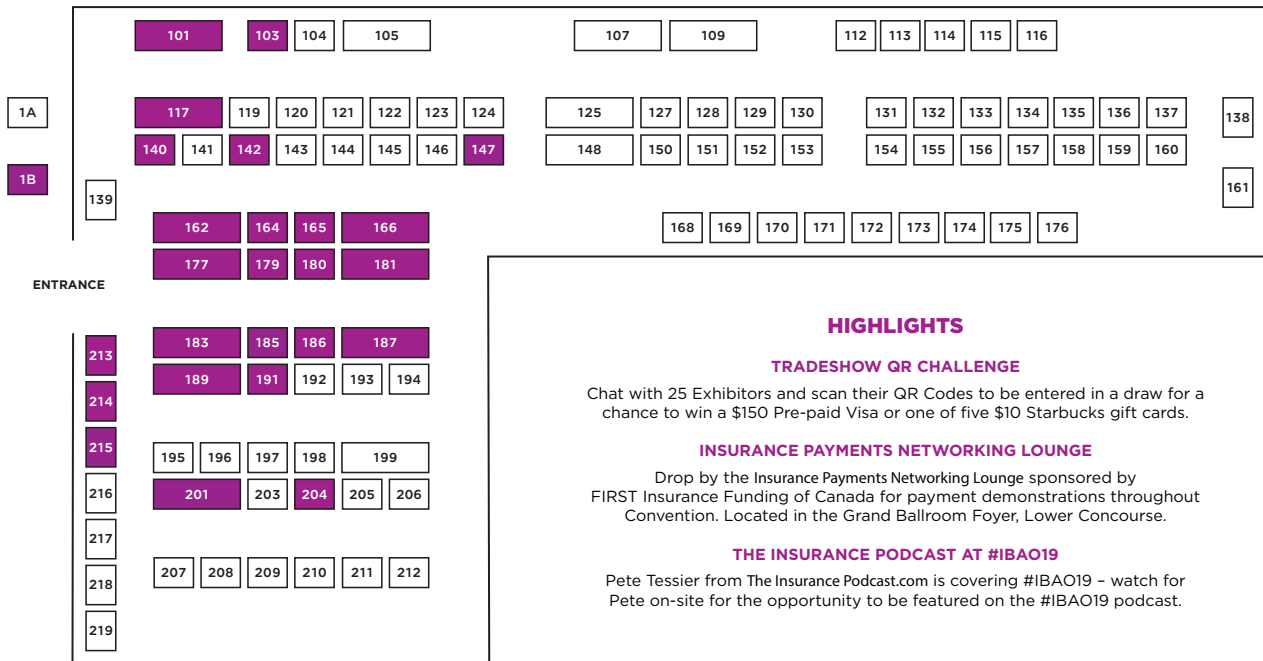
WENTWORTH



CIVIC BALLROOM & FOYER

# TRADE SHOW MAP

## SHERATON HALL, LOWER CONCOURSE



## EXHIBITORS

A&S SYSTEM CONSULTANTS INC. ....	212	ENGAGE HR .....	161	POLICY WORKS INC. ....	169
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OCTOBER 21-22, 2020  
TORONTO