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CLIEDIS, the Canadian Life Insurance Electronic Data Interchange Standards Association ([www.cliedis.ca](http://www.cliedis.ca)) coordinates Canadian interests in the development of public electronic data interchange standards. CLIEDIS is the Canadian Regional Management Association for the Association for Cooperative Operations Research and Development (ACORD - [www.acord.org](http://www.acord.org)), the insurance industry's non-profit standards developer that maintains the XMLife and OLife international electronic commerce standards. In this role, CLIEDIS is responsible for assuring future development of these standards meet the requirements of Canadian members.

CLIEDIS provides a forum for members to exchange ideas and concerns pertaining to the development and maintenance of Canadian standards. CLIEDIS is able to align Canadian industry requirements so that a stronger message is presented at international standards meetings.

CLIEDIS is not-for-profit and funded solely by its members.

## 2001 Executive

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#### CO-CHAIRS:

David Hewick  
RBC Insurance

Patty Clement  
CGI

Earl Trotter  
National Life\*

#### TREASURER

Kevin Boyce  
CAIFA

#### SECRETARY

David Hewick  
RBC Insurance

Lorraine Thompson  
SOLCORP\*

#### ACORD LIAISON

Jack Brown  
PPI Financial Group

#### MEMBERS

Guy Mills  
Manulife\*\*

Daniel Gauvin  
Hooper-Holmes

#### EXECUTIVE CONSULTANT

Julie Parrott

\* Earl Trotter served until January 2002. David Hewick replaced Earl in February and Lorraine Thompson took over as Secretary.

\*\* Guy Mills served until November 2001.



## Message from the Chair

*2001 has been an exciting year for CLIEDIS marked primarily by transition. While CLIEDIS has certainly been working for many years and, indeed, the notion of electronic data interchange standards is not a new one this is, in many ways, an inaugural year. In January 2001, the membership approved the decision to end our ANSI X12 efforts in favour of focusing all of our attention towards advocating the ACORD XMLife standard in Canada.*

*XML, or eXtensible Markup Language, has emerged as the closest thing to a silver bullet that the technology industry has seen in many years and it has become the lingua franca for electronic business of all kinds. Acceptance and support for this new focus has been strong and CLIEDIS has seen membership grow as a result.*

*This year we formalized our strategic relationship with ACORD. CLIEDIS has a seat on the ACORD Life Steering Committee and is recognized as the Regional Management Association for Canada.*

*We continued to focus on advocacy, and through our industry association with the Canadian Association of Insurance and Financial Advisors (CAIFA), we have been able to get the data standards message out via a series of FORUM magazine articles. We are also continuing our industry association work by forming a closer relationship with the Life Insurance Company Central (LCC) initiative. LCC has also committed that its solutions will be compliant with the ACORD standards.*

*An important part of our mission over the year has also been to facilitate standards training for the industry. We offered several courses on the topics of XML and Data Modeling. Our most recent Data Modeling course sold out in record time.*

*This 2002, the Standards Review Committee (SRC) will provide a forum for nuts and bolts technical discussions. They will determine what changes to the standards will be appropriate to match the needs of the Canadian Insurance Industry. The SRC will plant the seeds to form an active technical community that will share lessons and experience. We will begin creating a series of best practices and implementation guidelines for the Canadian industry making it easier for every member organization to deliver working solutions.*

*Going forward, we expect to see continued growth in our membership and support for the standard. It is exciting to realize awareness of CLIEDIS and ACORD is starting to achieve critical mass and we are now poised to make a meaningful and positive difference in the industry. 2002 promises to be a great year!*



David Hewick




Patty Clement

## Implementation Support

One of CLIEDIS' founding principles recognizes that the value of data exchange standards increases the more they are used by a broad cross section of industry manufacturers, producers and suppliers. While the number of Canadian companies implementing standards has been growing, CLIEDIS continues to explore ways to make the use of the ACORD XMLife standards more widespread in the industry. One of the strategies was to establish a group that would give direction to CLIEDIS on how the ACORD standards need to be modified to meet the needs of Canadian users. This core group would also be encouraged to share and assist other CLIEDIS members with their implementations.


In the upcoming year, the Standards Review Committee (SRC) will be established to achieve those goals. It will be given three mandates: to review the ACORD Standards for Canadian users, to establish a library of best practices and to cultivate a community of active users so that we have a base of technical competence that can be shared by the CLIEDIS membership. Our vision is to create an open community, where sharing is encouraged and there is an appreciation that working together benefits the industry as a whole.

As we move forward, the CLIEDIS SRC will lead Canada's implementation of the ACORD Standards and be central to the CLIEDIS' success. 

## Training

Another CLIEDIS strategy for making the use of the ACORD XMLife standards more widespread was to provide cost-effective standards training for its members. CLIEDIS began sponsoring XMLife and Data Modeling training in 2001. The decision to provide training was made so that CLIEDIS members would have the knowledge they needed to successfully implement the ACORD XMLife standards and provide an opportunity for technical staff to network with each other and share their experiences.


Two three-day XML training courses in 2001, in April and October, provided members with XML education geared specifically at the life insurance

industry and featured ACORD's life insurance standards, XMLife and TXLife. These courses were taught by David Platt, an expert in XMLife who also teaches courses for ACORD. CLIEDIS also sponsored one-day Data Modeling training in October 2001, providing members with practical knowledge on the XMLife model. Lloyd Chumbley, Program Manager at ACORD, provided the training for this course. Courses were well-attended and have been well-received by participants and have provided CLIEDIS member companies with cost-effective training. CLIEDIS will continue to provide training that meets the needs of its membership in 2002. 

## Advocacy and Membership


CLIEDIS has taken a key leadership role in the advocacy of data exchange standards in Canada. In 2001, CLIEDIS championed a number of specific advocacy initiatives. First, we sponsored a series of three articles in *FORUM* magazine, the official magazine of CAIFA, reaching close to 16,000 insurance advisors. These articles focused on the value of standards to promote the effective sharing of information across the insurance industry from the various perspectives of the insurance carrier, the distributor, and the software vendor. Secondly, CLIEDIS began a partnership with an industry wide initiative, called Life Insurance Company Central or LCC. LCC has been formed by a handful of insurance carriers to explore the viability of creating a central clearing house and system to process life insurance transactions

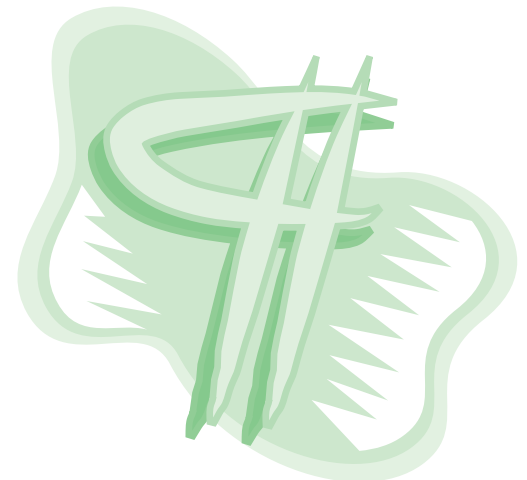
between carriers and distributors. The ACORD XMLife standards will form the backbone of this initiative. Thirdly, the CLIEDIS Annual General Meeting and Seminar as well as other speaking engagements by CLIEDIS executive members Jack Brown and David Hewick have offered important reinforcement to the CLIEDIS message.

Through these efforts as well as numerous personal contacts and meetings, CLIEDIS membership nearly doubled in 2001, up to thirty one active members including insurance carriers, distributors, major software and service providers, and industry associations. We continue to seek and renew affiliations with the broader standards setting community and look forward to further growth in 2002. 

## Commentary on the Financial Report

The financial results for the year ending December 31, 2001 show net expenses of \$9,000 versus net revenues of \$11,000 in the prior year. The association's strategic decision to join ACORD in 2001 resulted in a significant increase in membership expenses. However, most of this additional expense was offset through additional net revenues from training programs. The association remains in a strong financial position and has targeted a break-even result for the upcoming fiscal year.

The association's financial statements are prepared by an independent accountant in accordance with Canadian generally accepted accounting principles, reviewed by the Treasurer and presented to the executive committee for discussion and approval periodically throughout the year. 



# Financial Report

## BALANCE SHEET

(unaudited)


As of December 31,		2001	2000
<b>Canadian Life Insurance EDI Standards Association</b>	Assets		
	Bank Deposits	\$ 97,308	\$ 102,484
	Accounts Receivable	21,330	0
	Prepaid Expenses	0	833
	<b>Total Assets</b>	<b>\$ 118,638</b>	<b>\$ 103,317</b>
	Liabilities		
	Accounts Payable	20,368	1,578
	Sales Taxes Payable	4,570	(952)
	<b>Total Liabilities</b>	<b>24,938</b>	<b>625</b>
	Members' Equity		
Accumulated Surplus	102,691	91,610	
Net Revenue (Expense)			
Current Year	(8,992)	11,081	
<b>Total Members' Equity</b>	<b>93,700</b>	<b>102,691</b>	
<b>Total Liabilities &amp; Members' Equity</b>	<b>\$ 118,638</b>	<b>\$ 103,317</b>	

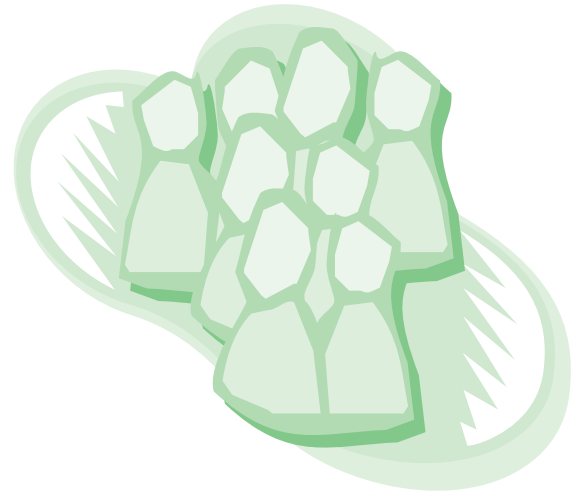
## STATEMENT OF REVENUES & EXPENSES

(unaudited)

For the Year Ending December 31,		2001	2000
Revenues			
Membership Fees	\$ 48,459	\$ 55,987	
Training Programs	64,069	0	
Interest Income	3,791	5,314	
<b>Total Revenue</b>	<b>\$ 116,319</b>	<b>\$ 61,300</b>	
Expenses			
Accounting & Legal	1,006	458	
Bad Debts	2,991	14,100	
Bank Charges & Interest	23	14	
Conferences & Meetings	2,892	530	
Consulting Fees	18,930	23,285	
Memberships	48,853	5,423	
General & Office	112	170	
Website & Internet	1,050	3,764	
Postage & Shipping	838	462	
Printing	1,620	1,153	
Program Expenses	46,832	0	
Telephone	153	0	
Travel	11	862	
<b>Total Expenses</b>	<b>\$ 125,310</b>	<b>\$ 50,219</b>	
<b>Net Revenues (Expenses)</b>	<b>\$ (8,992)</b>	<b>\$ 11,081</b>	

## CLIEDIS Membership 2001

Since CLIEDIS' decision to join ACORD and become ACORD's Regional Management Association for Canada, membership has increased in all categories with four new life companies, one reinsurance company, eight vendors, two MGAs and two associations, CAILBA and CAIFA. 



### LIFE & HEALTH COMPANIES

AIG  
Bank of Montreal Life  
Clarica  
Industrial Alliance  
Manulife Financial  
Maritime Life  
National Life  
RBC Insurance  
Standard Life  
Transamerica Life

### REINSURERS

Gerling Global Life  
Insurance Company

### ASSOCIATIONS

CAIFA  
CAILBA

### LABORATORIES

Hooper-Holmes

### VENDORS

CGI Information &  
Management Services  
CPU Management Software Inc  
Entredea Inc.  
GeniSystems.ca Services Inc.  
Global IQX  
LifeSERV  
MKTech Software  
Novinsoft  
SOLCORP

### DISTRIBUTORS

Agence G. Gadoua Inc.  
Albanese Financial Group  
Cartier Partners  
Equinox Financial Group  
John Nicola Financial Group  
PPI Financial Group  
RBA Financial Group

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