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CLIEDIS, the Canadian Life Insurance Electronic Standards Association (www.cliedis.ca) coordinates Canadian interests in the development of public data standards for the life insurance industry. CLIEDIS partners with the Association for Cooperative Operations Research and Development (ACORD - www.acord.org), the insurance industry's non-profit standards developer that maintains the XML for Life international electronic commerce standards. CLIEDIS works to assure that 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.

2003 Executive

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Message from the Chair

The Canadian Life Insurance industry continues to face new business challenges, with ever growing competitive and customer demands. Intense merger and acquisition activity has increased the impact of multiple and disparate legacy systems. The costs of transactional exchanges between growing numbers of external business partners are becoming prohibitive. The need for interoperability – to allow “faster, better, cheaper” methods of collaboration and data sharing - has never been greater. A fundamental component of interoperability is a commitment to industry standards. CLIEDIS expects growing support for the use of standards and looks forward to providing a key leadership role with renewed enthusiasm.

In the fall of 2003, the CLIEDIS Executive members held a strategic planning session to reconfirm our role within the industry. With the end of Life Company Central (LCC), the industry initiative for a central transactional clearinghouse, the executive felt it was an opportune time to restate CLIEDIS’ strategic direction. We developed a list of strategic initiatives that will clarify our focus for 2004 and beyond, and reaffirmed CLIEDIS’ core strategic “pillars” as

- *Development and Implementation Support,*
- *Advocacy, and,*
- *Membership and Growth.*

We also are refining our mission statement and most importantly, have developed a list of strategic initiatives that will clarify our focus for 2004 and beyond.

Last year, CLIEDIS continued to provide standards development and implementation support with cost-effective training to our membership and through the Standards Review Committee (SRC). A key 2004 deliverable for CLIEDIS and the SRC will be the release of our own web-based resource tool, providing support to CLIEDIS members for the XML for LIFE data model, including discussion forums, Canadian best practices, and more. Another important 2004 initiative is for CLIEDIS to begin to track and measure the “take-up” rate of standards within Canada - who is using them and for what.

“A standard isn’t a standard unless it’s implemented”. As the industry’s leading advocate for standards, CLIEDIS understands this only too well. In 2003, our executive continued to speak at numerous industry events, evangelizing the use of standards. And, going forward, we plan to add practical assistance by showcasing actual success stories on our web site to share information and generate ideas. We also will begin to develop cost benefit metrics to assist others in their need to quantify business value.

CLIEDIS membership continues to grow, partly because of our strong relationship with ACORD. While our role within ACORD changed last year from the ACORD Canadian Regional Management Association to an ACORD Association Member, ACORD and CLIEDIS remain committed partners. CLIEDIS retains a seat on the ACORD Life Steering Committee, and ACORD actively participates in our annual seminar and ongoing training activities.

Our renewed mission is, in part,

“CLIEDIS is . . . dedicated to common standards and conventions that enhance the efficiency of the Canadian life insurance industry to the benefit of all stakeholders”.

The CLIEDIS executive takes this mission seriously. The Co-chairs would like to thank the other members of the executive for their active support, and encourage all CLIEDIS members to keep your companies informed and competitive by participating in industry standards. We look forward to an exciting and productive 2004.



Shawn Munro



Patty Clement

Development and 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 XML for Life standards more widespread in the industry. In 2004, there are plans to develop a tracking system to track the use of XML for LIFE standards in the Canadian market place.


The Standards Review Committee (SRC) provides a network for Canadian users of the standards to share their experiences and assist other members with their implementations. As the SRC has matured since its creation, an open community has been developed, where sharing is encouraged and there is an appreciation that working together benefits the industry as a whole. Issues and concerns relating to the use of data standards have been discussed and addressed in 2003 and will continue as CLIEDIS grows in 2004. The SRC ensures that Maintenance Requests (MR) submitted to ACORD by ACORD members are consistent with Canadian specific needs. CLIEDIS' active SRC members have made comments on numerous MRs for each of the ACORD subcommittee meetings. The SRC reviews Maintenance Requests submitted by CLIEDIS members to ensure they meet the needs of the

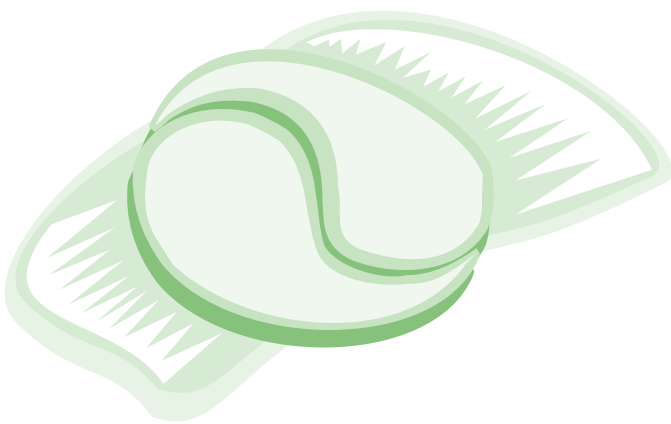
entire Canadian life insurance industry. Last year, almost twenty MRs were submitted to CLIEDIS. As the use of the data standard increases, the SRC will undoubtedly have more MRs to submit to ACORD.

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

In 2003, CLIEDIS actively participated in an ACORD commission working group, hosting the first ACORD working group meeting outside of the United States. This group made major improvements to commissions in the ACORD data model.

CLIEDIS' "Made in Canada" web based collaborative tool, scheduled for release in 2004 will allow CLIEDIS members to collaborate by documenting Canadian implementation issues on-line with discussion links tied to the ACORD XML for Life data model, and providing a central repository of knowledge that supports the use of the standards in Canada.

CLIEDIS has sponsored cost-effective training to its members since 2001. The decision to provide training was made so that CLIEDIS members would have the knowledge they needed to successfully implement the ACORD XML for Life standards and provide an opportunity for technical staff to network with each other and share their experiences. From single day ACORD data modeling training to multi-day XML training, CLIEDIS has provided training that met the needs of its membership. CLIEDIS will continue to provide training in 2004. 




Advocacy

CLIEDIS continues to take a key leadership role in the advocacy of data exchange standards in Canada. The CLIEDIS Annual General Meeting and Seminars have offered important reinforcement to the CLIEDIS message. CLIEDIS provides guest speakers to discuss industry initiatives and hosts panel discussions that address industry issues and concerns of the use of standards in life insurance software solutions.


The CLIEDIS executive reviewed CLIEDIS strategic objectives at a strategic planning session in the fall of 2003. From this session and further meetings came a new mission statement

and strategic initiatives that we will begin implementing in 2004, CLIEDIS will be sharing case studies with our membership. CLIEDIS is looking to leverage the LCC material and research and be able to begin to develop cost/benefit metrics on the use of data standards for our membership.

CLIEDIS executives will continue to attend speaking engagements and advocate membership in CLIEDIS and the value of the ACORD standard at industry meetings, seminars and conferences. 

Membership and Growth


Since CLIEDIS' decision to join ACORD, membership has increased in all categories. CLIEDIS members continue to participate actively in CLIEDIS' endeavours of advocacy, growth and implementation of data standards.

Through CLIEDIS efforts, as well as numerous personal contacts and meetings, CLIEDIS membership continues to grow. We continue to seek and renew affiliations with the broader standards setting community and look forward to further growth in 2004. 

Commentary on the Financial Report

The financial results for the year ending December 31, 2003 show net surplus of \$65,597 versus net deficit of \$34,790 in the prior year. The main reason for the change in status is ACORD's decision to change CLIEDIS' status to an association, meaning a reduction in fees. The association remains in a strong financial position for implementing strategic initiatives planned 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,		2003	2002	
Canadian Life Insurance Electronic Standards Association	Assets			
		Bank Deposits	\$ 123,581	\$ 83,306
		Accounts Receivable	350	-
	Total Assets		\$ 123,931	\$ 83,306
	Liabilities			
		Accounts Payable	1,626	2,552
		Deferred Revenue	-	19,931
		Sales Taxes Payable	516	4,630
	Total Liabilities		2,142	27,113
	Members' Equity			
	Accumulated Surplus	56,192	90,982	
	Net Surplus (Deficit)			
	Current Year	65,597	(34,790)	
Total Members' Equity		121,790	56,192	
Total Liabilities & Members' Equity		\$ 123,931	\$ 83,306	

STATEMENT OF REVENUES & EXPENSES

(unaudited)

For the Year Ending December 31,		2003	2002
Revenues	Membership Fees	\$ 111,883	\$ 60,779
	Training Programs	9,900	24,458
	Annual Seminar	986	561
	Interest Income	2,524	1,865
Total Revenue		\$ 125,293	\$ 89,662
Expenses	Accounting & Legal	1,767	1,650
	Bad Debts	-	-
	Bank Charges & Interest	101	26
	Conferences & Meetings	2,999	3,590
	Consulting Fees	24,070	27,360
	Memberships	22,416	46,170
	General & Office	592	1,556
	Website & Internet	-	642
	ACORD Subcommittee Meetings	1,019	1,932
	GST Expense	-	10,979
	Printing	147	109
	Training Costs	6,760	29,051
	Telephone	1,416	1,343
	Travel	-	43
	Legal	195	-
Total Expenses		\$ 59,696	\$ 124,452
Net Revenues (Expenses)		\$ 65,597	\$ (34,790)

CLIEDIS Membership 2003

LIFE & HEALTH COMPANIES

AEGON Canada Inc.
AIG
Bank of Montreal Life
Canada Life
Industrial Alliance
London Life
Manulife Financial
National Life
RBC Insurance
Standard Life
Sun Life Financial

DISTRIBUTORS

Albanese Financial Group
Equinox Financial Group
HUB Financial Group
PPI Financial Group
TWC Group of Companies

ASSOCIATIONS

Advocis

LABORATORIES

Hooper-Holmes
Quality Underwriting Services

VENDORS

CGI Information &
Management Services
CPU Management Software Inc
DSPA Software Inc.
DWL Incorporated
Entredea Inc.
FundSERV
GeniSystems.ca Services Inc.
Global IQX
illustrate inc.
MKTech Software
Novinsoft
SOLCORP
WealthServ Systems
Whitehill Technologies

