

Tony Filice



- First Started in Insurance in 1997 at CIBC
- After a short stint at GAN Canada and CGU(Aviva)
- RSA in 1999, 7 yrs and a Segment Leader
- Intact in 2007, 8 yrs as Director
- RSA in 2015, 5 yrs and a VP
- COO and president of Mitchell and Abbott in September 2020





MROO Group Home and Auto Program

Tony Filice

Wipers on? Lights on!



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The insurance market is characterized by cycles. It fluctuates between soft market conditions and hard market conditions. Soft markets tend to be good for insurers because premiums hold steady or decrease. During a hard market, insurance rates increase and coverage is more difficult to obtain.

Hard vs. Soft Market Characteristics

Hard Market

- Stricter Underwriting Standards
- Reduced Capacity
- Fewer Competitors
- Higher Premiums
- Restricted Coverage

Soft Market

- Easier Underwriting
- Increased Capacity
- More Competitors
- Lower Premiums
- Broader Coverage

So what market cycle are we in?

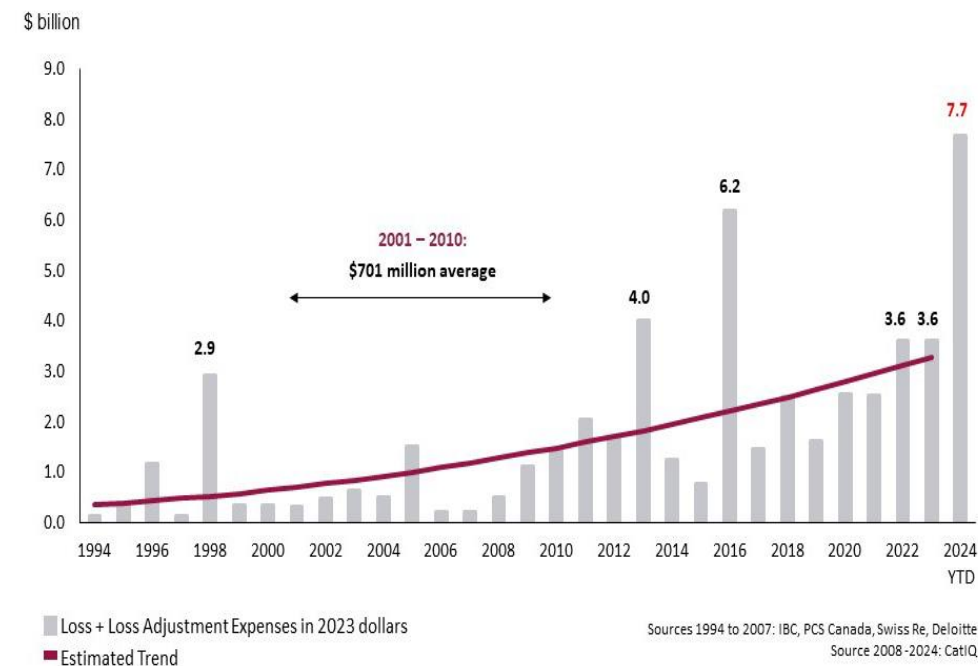
“Canada’s auto sector is not in the same place as in the United States, with hard market conditions reported in both personal auto and property lines, as auto theft claims continue to be an issue. (Although Canada saw a [slight dip of auto theft claims by 19%](#) in the first half of 2024 compared to last year, claims have increased by 138% over the past 10 years, according to Insurance Bureau of Canada.)”

We are currently heading toward a mixed market. Hard on property and headwinds of softening on the auto.

Source: Canadian Underwriter



CATASTROPHIC LOSSES IN CANADA IN \$000,000,000, 1994 TO 2024 AND TREND



Summer 2024 shatters records for severe weather damage: Over \$7 billion in insured losses from floods, fires and hailstorms
IBC Sep 2024



National auto theft rate declined in 2024

The report indicates an 18.6% decrease in auto theft compared to the previous year, attributed to coordinated efforts by government agencies, law enforcement, and industry stakeholders. Despite this reduction, more than 57,000 private passenger vehicles were stolen in 2024, highlighting ongoing concerns about public safety and the economic impact of auto theft.

The most significant decreases in auto theft were reported in Quebec (-32.4%), Ontario (-17.4%), and Western Canada (-12.7%).

Source: Equite Associationdirect

Why a prescription puffer cost an Ontario man a \$10k insurance claim

When Ray Hamill had cold symptoms, his doctor prescribed one to the 77-year-old renovation contractor and motorcycle enthusiast.

Months later, after Hamill was injured in a motorcycle accident near [Las Vegas](#) in 2023, while on a vacation with friends, that puffer gave his Canadian travel insurance company a reason to deny his \$10,660 bill from Valley Hospital.

Source: Global News



Who is Mitchell and Abbott Insurance Brokers

- Founded in 1921
- 4th generation Mitchell and 2nd generation Abbott
- Tom Graves went to school with John Mitchell
- In 2019 Mitchell and Abbott joined a national broker network called Navacord.
- Since that time Navacord has grown to be the largest independently owned Insurance brokerage in all of Canada
- Local touch, National strength



Questions?

