

OmbudService
for Life & Health
Insurance



Ombudsman
des assurances de
personnes

OLHI • OAP

The OmbudService for Life and Health Insurance (OLHI) is looking for 2 new directors: one from Quebec and one from British Columbia. OLHI has a long-standing presence in Quebec and the new Quebec director should have a well-established reputation in business, non-profit, academic, or other areas within the province. OLHI is currently working to enhance its presence in Western Canada and a new British Columbia director should have a well-established reputation in business, non-profit, academic, or other areas within the province; networks in other parts of Western Canada would be a distinct asset.

OLHI is a national, independent complaint resolution and information service for consumers of Canadian life and health insurance products. Government legislation requires that all health and life insurers become members of an independent OmbudService to ensure that consumer complaints are addressed in a fair and timely way. OLHI's free, bilingual services are available to any consumer whose life or health insurer is an OLHI member; currently, 99% of Canadian life and health insurers are OLHI members.

The Board of Directors is the legal authority for OLHI. As a member of the Board, a Director acts in a position of trust and is responsible for the effective governance of the organization. Each Director is expected to become an active participant in a Board that functions effectively as a whole.

There are four in person meetings per year that directors are expected to attend. Directors also sit on at least one committee which meets by teleconference. Directors are paid an annual stipend and per diems for meetings. Directors are elected annually at the Annual General Meeting of member companies and their board performance is assessed annually by fellow directors.

Directors should have prior experience in sitting on or working with a board and should have knowledge of and commitment to sound governance practices. A legal background would be a distinct asset and some experience in consumer affairs or information technology would be helpful.

Board members are expected to demonstrate personal qualities of integrity, sound judgment, effective communication, collegiality, and respect for the views of others. OLHI's bylaws state that independent directors should not be perceived to have a bias in favour of or against financial service providers.

To apply for a director's position, please email your biography and a brief statement of your qualifications for and interest in the position to the Board Chair, Janice Mackinnon at careers@olhi.ca. The deadline for applications is March 15, 2018.