



Annual General Meeting

Wednesday October 9, 2024

1:00 PM

Presented at:

Industria Pizzeria + Bar
1791 Stonechurch Road East
Stoney Creek, Ontario

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Agenda

1. Call to Order by the President – Miranda Hirte
2. Review Minutes of 2023 Annual General Meeting – Miranda Hirte
3. Business Arising out of Minutes – Move to accept/second, vote for and against
4. Receiving Communications:
 - President's Report – Miranda Hirte
 - Past Presidents Report – Adam Veldpaus
 - Vice Presidents Report – Tim Bartels
 - Secretary's Report – Included in President's Report
 - Treasurer's Report – Adam Veldpaus
5. Report of Standing and Special Committees
 - Membership Report – Lynn Uildersma
 - Public Relations Report – Sarah Silva
 - Education Report – Kathy Clayborne
 - Program – Vacant
 - Social Media and Communications – Milena Lewandowski
6. Unfinished/New Business
7. Election of Officers and Directors
 - President – Tim Bartels, Past President – Miranda Hirte, Vice President – Kathy Clayborne, Treasurer – Adam Veldpaus, Secretary – Lorna McCoy, Membership – Brittany Mildenerger, Public Relations – Sarah Silva, Director at Large – Milena Lewandowski, Social Media & Communications – Rachel Consoli
8. Election of Auditors
 - The Cino Group
9. Installation of Officers and Directors
10. Adjournment (Picture of the new board)

PRESIDENTS REPORT

By Miranda Hirte

Welcome! It's hard to believe another year has come and gone so quickly.

What a whirlwind the past two years has been. As my term as President comes to an end, I want to express my gratitude to our members who continue to show up and support the IBAH and our events! It is because of you that we have created this community and can continue to positively promote the broker brand within our community.

We've made some positive changes over the last two years that I am proud of that leaving me feeling confident in how the IBAH will further progress and evolve in the years to come.

Here are a few highlights and changes over the 2023 – 2024 term!

- We've seen continued success in our monthly webinar series providing you with the opportunity to gain your RIBO accreditation through these webinars. Kathy works hard with our associate partners to offer new and exciting topics each time.
- We've stuck with our quality over quantity mentality and continue to bring impactful events to our members. We are putting a focus on the following annual events in 2024-2025:
 - Family Bowling Day
 - Meet the Industry
 - Spring Broker Bash
 - Golf Tournament
 - Townhall Education Day
 - Holiday Mix & Mingle
- Although we still have Board chair titles with duties required of them, we also focus on running individual events through the year
- We've created a new sponsorship package which our members can purchase at renewal time or throughout the year. By taking on these various sponsorship opportunities, it provides additional benefits and greater exposure to our community.
- We are pleased to say that no events were run at a loss or break even this year! This will help assist with the large income stream we had from running the Basic Broker courses.

We hope you all have enjoyed the events and offerings this year! The board works hard to create impactful and enjoyable events for you. We are actively seeking new individuals to join us, so if you or someone you know would like more information, please reach out.

As I say goodbye to being IBAH President I'd like to thank each of our board members for their contributions. They all have very busy careers and family lives yet, with the little time they do have, they use it to give back to the board and you, our membership base. It because of their knowledge, care and efforts that we can have continued success and wonderful experiences to share together.

Respectfully submitted.

PAST PRESIDENTS REPORT

By Adam Veldpaus

- Bank Balance as of August 31, 2024 = \$67,803.55
- Financials to be finalized with Steven Obranovich from The Cino Group
- Recommendation to continue with The Cino Group as Auditors

- Bank Balance as of September 27, 2024 = \$68,774.002
- From this balance, money is owed to Miranda Hirte for the Pres Dinner, \$4,547.29 to Kathy for Education Day, Insurance Payment for CGL, D&O, and Cyber. Additionally, we owe Krystal the remaining quarterly payments.
- With outstanding, real balance is closer to ~\$55,000.
- I recommend putting \$25,000 into a one year GIC that the board will vote on for 2025.

VICE PRESIDENTS REPORT

By Tim Bartels

Event: Annual AGM

Date: Thursday, October 12, 2023
Location: The Keg Steakhouse – Upper James St. Hamilton
Topic: Annual General Meeting

Summary:

During our Annual General Meeting, eight passionate brokers made a commitment to not only serve on the board but to advocate on behalf of the Hamilton broker community, bringing our partners and members together.

Event: Annual Mix & Mingle

Date: Thursday, November 22, 2023
Location: The Powerhouse – Stoney Creek
Topic: Annual Mix and Mingle

Summary:

Over 90 brokers and industry partners attended our annual holiday mix and mingle, where it was a time to relax and foster relationships with each other, all while helping out the less fortunate by way of cash, food and toy donations.

Event: Meet the Underwriter

Date: Thursday, April 25, 2024
Location: Marriott Hotel – Upper James St. Hamilton
Topic: Meet the Underwriter

Summary:

With over 200 industry members attending the event, brokers from the association were able to meet with the frontline underwriters from over 27 different companies.

Event: IBAH Broker Bash

Date: May 23, 2024
Location: Industria Pizzeria, Stoney Creek
Sponsor: FIRST Funding of Canada

Summary:

Over 20 brokers and industry partners attended our annual broker bash, it was great to reconnect with colleagues in the industry. Thank you to our event sponsor – FIRST Funding of Canada.

MEMBERSHIP REPORT

By Brittany Mildenberger

Greetings everyone!

I am finally back from my third maternity leave! It is hard to believe I have been a part of the IBAH board for 7 years now! Since taking over the membership role over the past couple of years, I have thoroughly enjoyed getting to know many of our members much better.

For the upcoming 2024 term we have 1 new member so far. We are happy to welcome Nova Mutual Insurance to the IBAH community!

In closing, I want to thank all the board of directors for all their hard work they have done this year to once again make it a successful one. And a big thanks to all the supporting members who come out to all our functions. Just remember to come to our **Mix and Mingle!** Let's make 2025 even better!

PUBLIC RELATIONS REPORT

By Sarah Silva

Hello Everyone,

We hosted our Sixth Annual Bowling Extravaganza this year at Splitsville in Hamilton. The event was a success with 55 fellow board members, brokers and their families registering for the event. Thank you to all of those who made it out this year and past years. It's your presence that makes this event so much fun for everyone.

We recently outlined our 2025 IBAH Sponsorship Opportunities and posted them online. These opportunities were carefully designed to ensure value to our sponsors, increase participation and promote member organizations across the broker community. Sponsorship dollars will be utilized to enhance the membership experience. View the 2025 IBAH Sponsorship Opportunities online here: <https://www.ibah.org/site/sponsorship>

In 2025 the Public Relations Chair will assume the responsibility of executing the IBAH Meet the Industry Night which typically occurs in April.

Thank you to all of the board members for their hard work, dedication and contributions. It's truly a privilege to be a part of this team, and I look forward to another great year representing the board as the Public Relations Chair.

Sincerely,

Sarah Silva

Sarah Silva

EDUCATION REPORT

By **Kathy Clayborne**

Looking back at the year our association has experienced, we have accomplished much for our 2023-2024 term and looking forward to our new 2024-2025 term.

We continued to offer our **Coffee & Continuing Education** virtual webinars throughout the year. Thanks to Paul Davis – Corrina Smith along with her team, and BOXX Insurance for the great monthly line-up of webinars.

Compulsive Hoarding – October 16, 2024
Cyber Claims Stories – September 16, 2024
Commercial Disaster – August 14, 2024
Smoke & Odour Mitigation – July 16, 2024
It Takes a Village - May 7, 2024
Insurance to Value – June 12, 2024
Wind Damage Mitigation – April 16, 2024
Animals Gone Wild – March 12, 2024
Ethics – January, May & September
Ice Damming – February 14, 2024
Catastrophe Response – January 9, 2024
Contractor Role – December 13, 2023
Commercial Disaster Planning – November 15, 2023

Don't miss are upcoming webinars

November 13, 2024 – Contents Claims
December 11, 2024 - Restoration Contractor Role

Our **FREE** Education Day/Town Hall was held on September 10, 2024, and once again was well attended. I would like to thank everyone who took the time to join us for our great line-up and a special thanks to our presenters.

Intact Public Entities Insurance, Economical Insurance, Hamilton HSB, AI-Care DKI, Zurich and

Hugh Fardy - Gallagher

Along with Youngs Insurance and the IBAH, The Wendy Ward Memorial Award for Top Student was awarded to Wad Mohamedelhasen for passing with the highest Exam mark for her RIBO Level 1. Unfortunately, our Weekend Refresher Course was cancelled in October had to be cancelled.

I am eagerly looking forward to another productive year in 2024 as your Education Chair. Reach out to me anytime with suggestions for future seminars and webinars kclayborne@youngsinsurance.ca or (905) 689-7911 x2247. Visit or website at www.ibah.org as we are always posting upcoming dates.

“The beautiful thing about learning is that nobody can take it away from you.”—Unknown



SOCIAL MEDIA AND COMMUNICATIONS REPORT

By Milena Lewandowski

As we conclude another successful year, we reflect on the strength of our connections, community, and vibrant networking events. It is with great pleasure that we report continued growth in our social media presence over the past 12 months. Our LinkedIn following has increased from 359 to 436, and Instagram has grown from 617 to 683.

Although we made the strategic decision to discontinue our use of Facebook several years ago, we are currently in discussions to reintroduce the platform to further expand our outreach.

Throughout the year, we have utilized our social media channels to raise awareness of key events and milestones within the insurance community, while also promoting a range of webinars and industry events.

As a final note, I would like to announce my decision to step down from the role of Social Media & Communications Chair. I am excited to welcome Rachel Consoli from Morrison Insurance to the Chair. A graduate of the Mohawk Insurance Program (Class of 2022), Rachel has been an active professional in the insurance industry, bringing with her a wealth of fresh ideas and a personable approach that will add new energy to the role.

I will continue to serve on the board as Director at Large and am eager to support the board in this new capacity. It has been a privilege to serve as Social Media & Communications Chair, and I look forward to the opportunities that lie ahead.

Respectfully submitted,
Milena Lewandowski

INSURANCE BROKERS ASSOCIATION OF HAMILTON

Financial Statements

Year Ended August 31, 2024

(Internally prepared and still under review)

To be received.