ONTARIO REALTOR® WELLNESS PROGRAM (ORWP) FAQ

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ORWP BACKGROUND

Who came up with the idea for this program?

- As indicated in the research findings of a Member survey done in 2019, over half of OREA Members reported that a "Safety Net" package is very important.
- We also heard so many stories of REALTORS® who wished they had a safety net to support them through challenging times.
- Earlier this year, we assembled the REALTOR® Wellness Task Force to examine the viability and scope of a province-wide insurance and benefits program for all OREA Members.
- This idea was born from some of the great work being done at Member Boards across the province. The Toronto Regional Real Estate Board (TRREB) offers a life insurance program to their Members and the Durham Region Association of REALTORS® (DRAR) offers critical care illness supports to their Members.

When was the Task Force appointed? Who is on it and how did you choose them?

- The Task Force was appointed by the OREA Board of Directors (BOD) in February of 2023.
- It is co-chaired by OREA Past-President Stacey Evoy and Past-President of TRREB Kevin Crigger.
- The co-chairs proposed Members from across the province to sit on the Task Force with the goal of ensuring there was representation from across Ontario on this important matter. The Members were then approved by the OREA Board of Directors.
- The Task Force includes REALTOR® leaders, Ryan Humble, Meredith Kennedy, Adam Miller, Jennifer Pearce, Cathy Polan, Brian Shaw, Penny Torontow, and Michael Watson, who have dedicated their time to improving the lives of our Members.

Why didn't Members have the option to volunteer for the Task Force?

- The anticipated timelines for bringing this matter before the Assembly for approval didn't allow for this Task Force to be formed in the usual course.

What is the Task Force responsible for?

- The Task Force is responsible for the following:
    - Researching healthcare and insurance benefits and costs and advising the OREA BOD regarding the impact.
    - Researching the program's scope (providing ORWP to individual Members in Ontario and staff of Member Boards and

associations, plus looking at extending to family members of REALTORS® and staff at brokerages.
    - Managing the RFP.
    - Looking into funding for the program - how this will be paid for (OREA dues increase and its timing).
    - Preparing a Statement of Requirements.
    - Negotiating the agreement(s) with the chosen vendor.
    - Consulting with the OREA Finance and Audit Committee to ensure financial oversight of the ORWP.

More detail:

- Researching healthcare and insurance benefits related issues in Ontario and advising the OREA Board of Directors regarding the impact, including costs and benefits to Members of the Ontario REALTOR® Wellness Program, exploring coverage for the following:
    - Life Insurance
    - Critical Illness Insurance
    - Medical, Dental and Vision Insurance
    - Long-Term Disability Insurance
    - Extended Health Insurance
    - Travel Insurance
    - Other insurance-related products
- Researching and advising the OREA Board of Directors on providing the ORWP to individual Members in Ontario and staff of Member Boards and Associations in Ontario at this time. The program will be extended to family members of REALTORS® and staff at Brokerage(s).
- Managing the Request for Proposal (RFP) process to select the provider/Insurance company (or companies), with or without the assistance of insurance consultant(s), and the evaluation of related plan components and corresponding costs for the ORWP offered to OREA Members and recommend the successful proponent(s) to the OREA Board of Directors.
- Researching the source(s) of funding for the ORWP offered to OREA Members, including OREA dues increase and its timing, and recommending the funding source and term of the program to the OREA Board of Directors.
- Preparing a Statement of Requirements for the provider(s) of the ORWP offered to OREA Members and recommending it for approval by the OREA Board of Directors.
- Negotiating the agreement(s) for a specified term of the ORWP with the successful RFP proponent(s) for final approval by the OREA Board of Directors.
- Consulting with the OREA Finance and Audit Committee to ensure financial oversight of the ORWP.

Have you asked Members about this?

- Yes, we have provided both Members and Member Boards with the opportunity to provide feedback via a survey on the ORWP website.
- The results from that survey found that the majority of REALTORS® do not have the specific types of insurance coverage that will be included in the Standard Plan.
- We also surveyed Members in 2019 as part of our 'Big Bold Ideas' campaign.

What other Member benefits and services does OREA offer?

- Your OREA membership has its benefits. As an OREA Member, you get access to:
- Standard Forms
    - Standardized, up-to-date, and legally vetted Forms & Clauses that allow you to provide the highest level of professionalism to your consumers.
    - Interactive webinars and tutorials that help you learn to use OREA Forms so that you can build your transactions on solid ground.
    - Forms explained tools, memos, and FAQs developed by OREA's in-house team of experts to keep you up-to-date on developments in the real estate market.
- Government Relations
    - OREA advocates for you and your business at Queen's Park. We have successfully led the charge on key issues, including:
    - The Trust in Real Estate Services Act, North America's leading legislation when it comes to real estate industry discipline, professional standards, and modern business tools, including Personal Real Estate Corporations.
    - The More Homes, More Choice Act, the most pro-homeownership legislation in a generation.
    - Doubling the Land Transfer Rebate to $4,000 for first-time home buyers.
- Member Services
    - Leadership development training, and events for Members who volunteer in their community or at their local real estate Board or Association.
    - Free member-only access to leading research, including the 2020 Ontario Home Buyer Seller Profile.
    - Affinity programs to help save on cell phone plans, credit cards, and insurance.
- Also, depending on the Real Estate Board/Association that you are a member of part of, your membership dues may support The Ontario REALTORS Care® Foundation. The Foundation enables and empowers

REALTORS® across Ontario to fundraise in support of shelter-related causes in the communities in which they live and work.

Why is the Program being fast-tracked?

- The REALTOR® Wellness Task Force was developed to study the viability and scope of a province-wide benefits program.
- This is an extremely ambitious task, with the goal of ensuring that all OREA Members have access to a safety net.
- We didn't want to wait any longer to support Members in need.
- That's why this program development has been moving at such a rapid rate.
- As you know, we first let Member Boards know about the exploration of a benefits program at Peak Leadership in January 2023.
- Because of the Task Force's determination to get this implemented by January 1, 2024, we have had to fast-track the process.
- It's a noble endeavor to create a program like this, which would be the first of its kind for REALTORS® in North America. It's for the greater good of our shared membership.

Was there a request for proposal process to obtain an insurance broker?

- The Request for Proposal for Broker (the "RFP") was issued on February 15th, 2023, to select a proponent as an Insurance Broker or Consultant and/or Administrator to source high quality resources, including Life Insurance, AD&D, Critical Illness, Extended Health (Medical, Dental, and Vision), and EAP and similar insurance products.
- Comprehensive Benefit Solutions Ltd (the "Broker") was selected as the Broker for the ORWP by the RWTF. The contract between the Broker and OREA was successfully executed on April 4th, 2023. CBS is the Broker for TRREB, WECAR, BREB, and MREB.

Was there a request for proposal process to obtain insurance carriers?

- The Broker, CBS, successfully launched the RFP for Insurance Carriers on April 6th, 2023.
- The RFP for insurance carriers consisted of a summary of the proposed program, OREA's Statement of Requirements, financial and administrative requirements, and demographic information.
- CBS invited 19 insurers and providers to submit. They received quotations from eight providers for all or some of the proposed Program benefits, including quotations for multiple coverage levels.
- Thereafter, the results were presented to the RWTF to make a recommendation to the OREA Board of Directors at its meeting on May 10th, 2023.

What are the findings of the most recent survey regarding benefits that OREA conducted with Members? Did the majority indicate they don't have benefits?

- The findings of the most recent survey are:
  - 28% of the membership indicated they have no insurance coverage at all.
- Of the Members who carry some types of insurance:
  - 55% of Members have Life Insurance
  - 36% of Members have Health Insurance
  - 32% of Members have Travel Insurance
  - 24% of Members have Critical Illness Insurance
  - 22% of Members have AD&D
  - 12% of Members have a Member and Family Assistance Program (like TELUS Health, formerly known as LifeWorks, or Maple)
- Thus, the majority of REALTORS® do not have the specific types of insurance coverage that will be included in the Standard Plan.

COMPONENTS OF THE PROGRAM

COVERAGE

What will be included in this proposed Program?

- If approved, the Program will include coverage for Life Insurance, Critical Illness*, Accidental Death & Dismemberment Insurance, Healthcare including prescription drugs, Paramedical Practitioners, medical services and supplies, along with Out-of-Country Emergency Medical Travel Insurance*, and a Member and Family Assistance Program and Virtual Healthcare Service by Maple, all as part of the Standard Plan.
- ** The Broker has informed us that there are some provisions within the Critical Illness Insurance and Emergency Out-of-Country Travel Insurance policies related to pre-existing conditions that may limit the eligibility for coverage and the payment of claims in certain situations.*
  - *For example, the Broker has advised that with respect to Critical Illness insurance coverage, the plan will not cover an Illness that was diagnosed prior to the coverage effective date, nor will it provide coverage for any illness with existing symptoms within a 12-month period preceding the coverage effective date, or for an illness or condition for which the insured incurred medical expenses, received medical treatment, took prescribed drugs or medicine or consulted a Medical Doctor during 12 months prior to the effective date.*
  - *The insurance company will assess on a case-by-case basis.*

Below is a chart that outlines coverage details of the ORWP Standard Plan.

Benefit	Proposed Coverage Levels
Life Insurance	$100,000, reducing 50% at age 65 No termination age
Accidental Death & Dismemberment Insurance	$100,000 No termination age
Critical Illness Insurance	$25,000, reducing 50% at age 65 Terminating at age 70
Healthcare • Reimbursement : Co-Pay • Medical Services & Supplies • Prescription Drugs • Paramedical Practitioners • Accidental Dental • Ambulance	 70% : 30% $500 combined per annum $750 per annum $750 combined per annum Unlimited Unlimited
Out-of-Country Emergency Medical Travel Insurance	30 days per trip Terminating at age 80
Mental Health: Virtual Healthcare and MFAP	Included (Includes unlimited virtual access to General Practitioners, mental health clinicians and psychotherapists, mental health tools and resources, and access to Headspace app for all Members.)
Annual Premium Cost per Member (Includes Taxes)	**$659.88**

Is there a video that explains the coverage of what the ORWP entails?

- Yes, President Artenosi recorded a video message which you can find here: https://www.youtube.com/watch?v=hc5bYER2PYw

What falls under Paramedical Coverage?

- Members have $750 worth of combined coverage per year for: Acupuncture, Chiropractor, Dietician, Homeopath, Massage, Naturopath, Osteopath, Physiotherapist, Podiatrist, Psychologist, Psychotherapist, and Social Worker.

What falls under Medical Services And Supplies?

- Members have $500 worth of combined coverage per year for: private duty nursing, hearing aids, orthopaedic shoes, orthotics, mobility equipment, manual hospital beds, respiratory and oxygen equipment, oxygen, non-dental external prosthesis, braces, trusses, collars, casts, splints, ileostomy, colostomy, and incontinence supplies, medicated dressing and burn garments, surgical brassieres, wigs and hairpieces for temporary hair loss due to medical treatment, and surgical stockings. Individual "reasonable and customary" maximums may apply.

What falls under the Critical Illness Insurance?

- The 23 conditions covered by Critical Illness are: Aortic Surgery, Aplastic Anemia, Benign Brain Tumour, Blindness, Coma, Deafness, Dementia including Alzheimer's Disease, Heart Attack (Acute Myocardial Infarction), Heart Valve Replacement or Repair, Kidney Failure, Life-Threatening Cancer, Loss of Independent Existence, Loss of Limbs, Loss of Speech, Major Organ Failure on a Waiting List, Major Organ Transplant, Motor Neuron Disease, Multiple Sclerosis, Occupational HIV Infection, Parkinson's Disease and Specified Atypical Parkinsonian Disorders, Quadriplegia/Paraplegia/Hemiplegia, Severe Burn, and Stroke (Cerebrovascular Accident).
- The Broker has informed us that there are some provisions within the Critical Illness Insurance related to pre-existing conditions that may limit the eligibility for coverage and the payment of claims in certain situations.
    - For Critical Illness, the plan will not cover an illness that was diagnosed prior to the coverage effective date, nor will it provide coverage for any illness for which the existence of symptoms which would cause an ordinarily prudent person to seek diagnosis, care or treatment within a 12-month period preceding the Insured Person's Effective Date, or an illness or condition for which the Insured Person, during 12 months prior to the Effective Date of his coverage incurred medical expenses, received medical treatment, took prescribed drugs or medicine or consulted a Medical Doctor.
    - The insurance company will assess on a case-by-case basis.

What falls under the Out-of-Country Emergency Medical Travel Insurance?

- Out-of-Country Emergency Medical Travel Insurance provides extensive coverage for unforeseen and unexpected medical services rendered outside of Canada.
- The Broker has advised that Out-of-Country Emergency Medical Travel Insurance does not provide coverage for any treatment, investigation or surgery for a specific condition, which had caused a physician to advise you not to travel; any sickness or Injury that, at the time of departure, might reasonably be expected to require you to undergo treatment, investigation, surgery or hospitalization; or a medical condition that had deteriorated, or had to be treated or investigated in the three months immediately preceding your departure from the province or territory of residence.

Dental and vision are not included in the basic plan. Why not?

- The Task Force considered including dental and vision in the Standard Plan, however that would have required a substantial premium increase.
- Therefore, dental and vision coverage are included in the optional Plans.

To what degree is mental health covered, as well as prescription drugs for mental illness?

- Maple is a Member and Family Assistance Program (MFAP) that offers confidential, virtual, short-term counselling and advisory services connecting you and your eligible family members to a network of dedicated professionals.
- This service provides unlimited virtual access to General Practitioners, mental health clinicians and psychotherapists, mental health tools and resources, and free access to Headspace app.
- Additionally, support services will be available for physical health, family, legal, financial, nutritional, and more.
- Members will have $750 per year to go toward prescription drugs.

Will the Standard Plan of ORWP cover Members when they are out of province?

- Yes, the travel program will provide Members with Out-of-Province and Out-of-Country Emergency Medical Travel Insurance for trips up to 30 days, until age 80.

Do we have a number for what this coverage is worth if Members were to use it all?

- For Healthcare alone, which includes prescription drugs capped at $750, Paramedical Services (like chiropractor, massage, and several others) capped at $750, and medical supplies capped at $500, this coverage is worth $2,000.
- Yet Members will only be charged $659.88.
- That's a savings of over $1,340, again excluding all insurance and virtual healthcare.
- In addition, there is Life Insurance, Accidental Death and Dismemberment Insurance, Critical Illness Insurance, Out-of-Country Emergency Medical Travel Insurance, and a Member and Family Assistance Program (MFAP) that provides virtual mental health support, which are all very valuable benefits.

How is this plan comparable to other plans? What does the typical premium cost?

- The ORWP is a custom plan which was developed with the proposed program insurer to be a group program, which, if approved, means participation in the program will be a condition of membership.
- While there is no "direct comparison" per se, there are plans in the marketplace that provide similar coverage to individuals and are available on a voluntary basis. Our research provides that the monthly premium cost of those plans range from $75.60 to $189.40 per person (depending on age), which exceeds the cost of coverage for the ORWP Standard Plan, which is $54.99 per month.

COST

How much will this cost Members?

- The premium for the Standard Plan will be $659.88 annually per Member and will form part of the OREA dues, bringing the total annual OREA dues to $769.88.
- This represents the $110 for current OREA dues that have remained unchanged for the last 15 years, and $659.88 for the cost of the premium.
- This means that, for less than $2 a day, Members will have access to a number of valuable benefits.
- The Task Force worked diligently to ensure that the premiums for the Standard Plan were affordable.
- For comparison, the Broker has advised that if a healthy, non-smoking 50-year-old was looking for identical coverage on an individual basis, they would pay approximately $2,600. In this regard, the ORWP offers a savings of nearly $2,000 per person.

More detail:

- The premium for the ORWP Standard Plan coverage will be included in the OREA dues for the year, billed on an advance basis as per the frequency (annually, semi-annually, quarterly, or monthly) determined by the Member Boards in Ontario.
- Any premium increase (annual or otherwise) for the Standard coverage of the ORWP shall be added to the OREA dues, as approved by the OREA Board and without any further approval by the Assembly and paid to the insurance carrier(s) accordingly.
- The ORWP has a premium rate guarantee for the first two-three years, depending on insurance type. Thereafter, any premium increase will be subject to contract negotiations done by the Broker with the Insurance Carrier(s) on behalf of OREA, subject to the approval of the OREA Board of Directors.

Is there an option for reduced dues (premium portion) for elderly REALTORS® as they will not receive full benefits?

- The affordable cost for the Standard Plan of ORWP is based on the collective group of members with varying ages, demographics, etc. The cost of insurance for the older REALTORS® is substantially higher and if separated, this group will need to pay much higher premiums, as advised by the Broker. As a result, we negotiated an arrangement whereby older Members will not see an increase in costs as they age; however, they would no longer have access to any benefits with age restrictions.
- The RWTF wanted to ensure that the Standard Plan offers something for everyone.
- For example, travel insurance for elderly REALTORS® will provide the best value for travel. The Broker priced out two options for comparison for this age group:
    - For a 75-year-old REALTOR®, travel insurance alone would cost them $1,050 per trip.
    - For a 74-year-old REALTOR®, $25,000 of life insurance would cost them $360 per month.

Is there an option for reduced dues (premium portion) for those with spousal benefits?

- There is no option for reduced premiums for those with spousal benefits. We would encourage those Members to utilize Coordination of Benefits (COB) to maximize their coverage with both plans.

The costs of insurance increase annually. How will the increased premium costs be funded?

- Any premium increase (annual or otherwise) for the Standard Plan coverage shall be billed along with OREA dues by the Member Boards/Associations, based on OREA Board's approval of the same, without approval by the Assembly and paid to the insurance carrier(s) accordingly.
- The Program has a premium rate guarantee for the first two-three years, depending on the type of insurance coverage. Thereafter, any premium increases will be subject to contract negotiations done by the Broker with the Insurance Carrier(s) on behalf of OREA, and with use of RFPs, if required, subject to the approval of the OREA Board of Directors.

Will there be any change to membership fees for an individual Member if they do not qualify for all benefit categories? For example, Members over 70 see a 50% reduction in life insurance or Members 70+ do not qualify for critical illness and Members 80+ do not qualify for travel insurance. Woodstock Ingersoll Tillsonburg & Area REALTOR® Association has a mandatory life insurance policy currently and when the thresholds are met, members see a reduction of the insurance fee.

- All Members of OREA will pay the same total annual premium, regardless of their age or coverage levels.
- The cost of coverage of most benefits in the ORWP is driven significantly by the age of the membership, with Members over age 65 representing the highest risk profile (and cost) to the plan.
- Rather than implement an age-banded approach (where Members pay different annual premiums based on age), it was determined that a common annual premium would be billed to all Members.

ELIGIBILITY

Will it be mandatory for Members?

- Yes, if approved, participation in the ORWP will be a condition of membership in OREA and will be funded through OREA dues, which will now include premiums for the program.

Will the ORWP Standard Plan be mandatory for Member Board staff?

- No, it will be optional.

Are all Members eligible for coverage?

- All existing OREA Members will be enrolled in the Program on January 1, 2024, and thereafter, whenever a new REALTOR® first joins the Member Board/Association and OREA.
- Unlike the vast majority of private plans, there will be no medical tests or required questionnaires to be completed in order to participate in the Program. This means that Members cannot be denied entry to participate in the Program, as long they are a Member in good standing.
- The Broker has informed us that there are some eligibility requirements within the Critical illness Insurance and Out-of-Country Emergency Medical Travel Insurance policies related to pre-existing conditions that may limit the eligibility for coverage and the payment of claims in certain situations.
- For Critical Illness Insurance:
    - The ORWP Standard Plan will not cover an Illness that was diagnosed prior to the coverage effective date, nor will it provide coverage for any illness for which the existence of symptoms which would cause an ordinarily prudent person to seek diagnosis, care or treatment within a 12-month period preceding the Insured Person's Effective Date, or an illness or condition for which the Insured Person, during 12 months prior to the Effective Date of his coverage incurred medical expenses, received medical treatment, took prescribed drugs or medicine or consulted a Medical Doctor.
    - The insurance company will assess on a case-by-case basis.
- For Out-of-Country Emergency Medical Travel Insurance:
    - It provides extensive coverage for unforeseen and unexpected medical services rendered outside of Canada.
    - It does not provide coverage for any treatment, investigation or surgery for a specific condition, which had caused a physician to advise you not to travel; any sickness or Injury that, at the time of departure, might reasonably be expected to require you to undergo treatment, investigation, surgery or hospitalization; or a medical condition that had deteriorated, or had to be treated or investigated in the three months immediately preceding your departure from the province or territory of residence.

What is the definition of 'retirement' for Members?

- The definition of 'retirement' is currently being considered by the RWTF and we will let you know when we have more information.

Will benefits continue after retirement for all Members?

- The definition of 'retirement' will be considered by the RWTF and we will let you know when we have more information.

What happens when I turn 65? Will I remain eligible for insurance coverage? What about when I turn 80?

- Eligible Members under age 65 will be covered for $100,000 of Life Insurance. At age 65, their coverage reduces to $50,000 and remains at that level until retirement.
- Eligible Members under age 65 will be covered for $25,000 of Critical Insurance. At age 65, their coverage reduces to $12,500. At age 70, their coverage terminates.
- Eligible Members under age 80 will be covered for Travel Insurance. At age 80, their coverage terminates.
- Coverage for all other benefits (Health, AD&D, Virtual Healthcare, Mental Health) is provided to all eligible Members without any reduction or termination due to age.

If this is a condition of membership and a 'Member benefit', then how can non-Members participate in the Program?

- OREA won't be funding any aspect of non-Member participation in the program.
- Insurance programs often extend to family members on an optional basis.
- An increase in participants in the program could potentially lead to a decrease in premiums for OREA Members. As the number of participants increases, the economies of scale kick in and there will be a downward pressure on premium costs and an increase in the ability to provide valuable insurance and health benefits to the group.

EXISTING COVERAGE

A lot of people I know have benefits through their spouse, why is participation in the ORWP a condition of membership?

- Economies of scale – you get a low price because of how many Members will be in the plan. This can only happen if it's a condition of membership.
- No one knows what the future holds and anything can happen at any time. If your spouse loses their job, or they face a health challenge and can't work, you need a backup plan.
- The ORWP coverage will top up the benefits of your spouse's plan, which will give you richer coverage.

- We are only requiring that the Standard Plan, which has the basic level of coverage, be a condition of OREA membership.

Will I be able to enhance the coverage offered under the Standard Plan?

- If passed, the ORWP will also provide options for Members looking for additional coverage at their own expense, which includes coverage options for dental, vision, and much more.
- Pricing and additional information of optional plans have been shared with Member Boards.

Will I be able to add my family members to the insurance plan?

- Yes.
- If the Program is approved in June, it will take effect on January 1, 2024, for Ontario REALTORS®. There will also be the option for REALTOR® family members, Board/Association staff, and Brokerage staff to join the Program as of January 1, 2024, at an additional cost to be paid directly to the insurance carriers and managed by the Broker, Comprehensive Benefit Solutions.
- More information on this will be provided in the coming months.

I already have another policy. Can you carry multiple types of coverage at the same time?

- Yes, Members can maintain their other policy and the ORWP. Under some circumstances, such as Life, AD&D, and Critical Illness Insurance, any claims would be eligible for payment through each policy Members have in place.
- In other circumstances, such as Healthcare and Out-of-Country Emergency Medical Travel Insurance, the Broker has advised that the Members would utilize the Coordination of Benefits (COB).

ADDITIONAL CONSIDERATIONS

What if Members don't want this program?

- We value Member feedback and we have encouraged Members to share their feedback with their Member Boards.
- Member Boards should take this feedback into consideration from their Members in advance of the Special Meeting.

Is it legal for OREA to change the requirements of membership?

- Yes.
- Membership requirements can be changed with the approval of the OREA Assembly.

Why do I have to pay dues to so many different associations? Don't you all offer the same thing?

- CREA, OREA, and the Member Boards/Associations have a common goal to serve the individual Member. However, each Association provides different levels of services.

Who is representing me at this vote? Why don't I have a say in who is representing me?

- The Assembly is the governing body of OREA and it consists of individuals that the Member Boards have appointed as their nominees by means of a proxy.
- The Member Board nominees will be voting on this matter at the Special Meeting.

If participation in this Program is a condition of membership and Members don't want it, what's stopping a Member Board from going directly to CREA?

- Nothing. Should a Member Board wish to make an application for direct membership of CREA, they can do so in accordance with CREA's By-laws and Rules.
- We encourage you to listen to your membership and vote the way you see fit at the Special Meeting on June 20th.

I'm a young REALTOR® who is struggling in my business, I can't afford a dues increase. Plus, at this point in my life I don't need the coverage you're offering.

- We're sorry to hear that you feel this way. But we're strong believers that life can change in an instant.
- Although you may feel that you don't need this coverage right now, you never know what is around the corner.
- We will be holding a Special Meeting and Member Board nominees from each Member Board will be voting on this matter, which will require a simple majority to pass.
- You can share your concerns with your Member Board.

I am single, no children or heirs, why do I need life insurance?

- We're all one stroke of bad luck away from our lives being turned upside down.
- Assistance during trying times to cover unexpected challenges, such as funeral costs, support for family members, and covering debts, will be beneficial.

What happens if this doesn't go well? Will there be a trial period?

- There will not be a trial period.
- All efforts are being made for the successful launch of the Program on January 1, 2024.

My credit card covers travel insurance and I'm sure that's the case for many others. Why is this included?

- Yes, emergency medical travel is typically included with upgraded fee-based credit cards, with annual fees that can range from $120 - $699.
- The trip durations are limited, commonly ranging from 15 to 25 days, and most either exclude coverage from those aged 65 or older or limit the duration to 3 days.
- For example, a credit card from a large Canadian institution that offers travel insurance doesn't cover those aged 65+, but those clients can purchase an optional 31-day plan for an annual fee of $249 for ages 65-69, or $349 for those aged 70-74.
- The ORWP covers Members under 80 years of age, and for the coverage to apply, it does not require purchases to be made with a particular credit card.
- Coverage will include those travelling by car, staying in accommodation with friends or family, or on an owned property.

Why are you including travel insurance when travelling is a luxury and not necessary like health insurance is?

- When you leave Canada, even if it's only for a few hours, you are leaving behind up to 90% of your government health insurance plan (GHIP) coverage.
- Only a portion of your medical expenses are covered by your GHIP when you travel domestically within Canada, outside of your home province.
- Medical costs outside of Canada can be very expensive and medical bills can quickly add up.
- For example, United States hospitals can charge over $5,000 per day for in-patient care.

Did you ever consider adding a pension plan?

- CREA is looking into a retirement savings plan, and we will wait to see what it offers to our Members.

Are you considering modular insurance models like a health spending account?

- Not at this time.
- The OREA Board will constantly review the Program to improve the benefits and reduce costs, wherever possible.

MEMBER BOARD OBLIGATIONS

ADMINISTRATION/RESPONSIBILITY

What will Member Boards be responsible for in relation to this Program?

- To make this historic plan for REALTORS® a reality, we need to work in close partnership with Member Boards.
- As such, Member Boards will be required to assist in the implementation of the ORWP by managing program enrollments, transfers, and terminations; dues collection, remittance, and reconciliation; and by entering into a contract to deliver the program with OREA and the Broker/Insurance carrier(s).

More detail:

- In exchange for the Member Board's assistance, administration fees paid by the insurance carrier(s) to OREA will be shared with Member Boards on a pro-rated basis. The fees are estimated at $8 per year, per Member enrolled in the Program and will be split equally between OREA and Member Boards.
- To help Member Boards with the transition to the administrative processes for this program, OREA has offered to top-up the Member Boards' share to 80% in Year 1, and 60% in Year 2 until a split of 50/50 is reached for 2026 onwards, that is:
    - Year 2024 - 80% for Member Boards | 20% for OREA
    - Year 2025 - 60% for Member Boards | 40% for OREA
    - Year 2026 - 50% for Member Boards | 50% for OREA
- The administrative fees received by OREA from the insurance companies will be used to partially offset OREA's and Member Boards' administrative costs in delivering the Program.

Is this a heavy lift for Member Boards?

- To offer this valuable Member benefit, we need to work collaboratively with the support and partnership of our Member Boards.
- To implement the Program, we will need Member Boards to manage program enrollments, transfers, and terminations and upload monthly reports to the Broker and OREA.
- This information will help to ensure that premiums are billed accurately, and that Members are correctly provided coverage.
- Member Boards will also have to collect, remit, and reconcile OREA dues.

- This assistance is in-line with the current structure of responsibilities set out in OREA's governance framework – Member Boards already maintain a membership database, and Individual Members apply to Member Boards, not OREA.
- We will not be reinventing the wheel by developing an entirely new infrastructure for OREA to take on the responsibilities that you already all do so well.
- Yes, there will be new administrative responsibilities for both OREA and Member Boards to make this historic Program work, but we'll also be providing some financial resources to help with this.
- The administration fees paid by the insurance carriers to OREA will be shared with Member Boards on a pro-rated basis.

How will the enrollment into the program be handled? Will there be enrollment forms provided to the Member directly or will this go through the Member Boards?

- The process for enrollment has yet to be determined.
- It is likely CBS will pursue a virtual enrollment process, so no physical forms should be necessary.
- The Member Board will have a role in the process of communicating the plan to members and providing OREA and CBS with the applicable Member data.
- Further detail will be provided post Special Meeting on June 20th.

Will Member Board staff be eligible for this coverage?

- Yes, if passed, Member Board staff will be eligible for coverage on January 1, 2024, at an additional cost.

Member Board staff don't pay dues, so how does that work?

- Billing will report separately the dues and premiums.
- Non-REALTORS® will pay only premiums.
- Billings and collection of premiums for non-REALTORS® will be handled by the Broker, CBS.

Are Member Boards responsible for dealing with the non-REALTOR® staff joining the Program?

- No, they are only responsible for their Members and their own Member Board staff.
- Everything else will go through CBS.

OREA, BROKER, AND INSURANCE CARRIERS

Why isn't OREA overseeing this themselves?

- Member Boards/Associations enroll, and onboard Members joining at the local level and maintain a database of all Members joining, reinstating, transferring to/from the Member Boards, and terminating membership. Member Boards/Associations provide access privileges to MLS® for their Members and terminate members who are not in good standing.
- In short, mainly because Individual Members make direct application to Member Boards and not OREA.
- Member Boards collect all our membership information – OREA doesn't, so how could we enroll them?

If Member Boards have questions, will there be a dedicated OREA staff person dedicated to implementing this Program and providing support? If there isn't one, is there a plan to have one?

- Broker and/or Insurance Carrier(s) shall be responsible for maintaining minimum service level standards and industry best practices for providing information to OREA Members and Member Boards for any benefits related questions, and for claims adjudication or any other matters related to insurance coverage.
- There is a plan for OREA to hire an administrator for managing the implementation of the Program.

Will there be a helpdesk number available to the Member from the time of implementation?

- Yes, as the administrator of the Program, CBS will have a dedicated call centre for OREA Members.
- The health insurer also has a dedicated website to assist Members with those plans as needed.

How much money will OREA make from offering this Program in fees payable from the insurance company to OREA? What is OREA planning to do with all these extra funds?

- Any monies paid by the insurance carrier(s) to OREA will be considered "Administration fees" subject to HST, and will be used to partially offset the administration costs of the program incurred by Member Boards/ Associations and OREA, and shared equally (that is, on a 50:50 basis), subject to OREA's assistance with administrative costs of Member Boards/Associations by topping-up the sharing ratio in favour of Member Boards/Associations in the first two years of the program (Year

2024 - 80%:20% for Member Boards/Associations : OREA; Year 2025 - 60%:40% for Member Boards/Associations : OREA).

I've heard a rumor that OREA is going to create a subsidiary to run this Program. Is that true? And if so, is it for profit or not-for-profit?

- The Program shall be a 'REALTOR® Program for REALTORS® by REALTORS®'.
- At first, a committee established by OREA with representation from Member Boards/Associations shall govern the Program.
- Later, OREA will investigate options to run the program.
- Ultimate oversight of the Program shall be maintained by OREA.

Who has the liability if a Member who has paid the premium for the Standard Plan of the ORWP is missed in the report/billing to the insurance carrier and therefore, coverage is denied? Does the liability lie with Member Boards, CBS, OREA, and/or the insurance carrier?)

- As per the Broker, it is not uncommon within the group insurance industry for administrative oversights and/or errors to occur.
- The Broker advises that it is unlikely a claim would be denied on this basis, as long as the Board can demonstrate that the Member paid and was in good standing at the time of claim.
- We will get more information on this when we negotiate with the insurance carriers.

BILLING

What are the Member Board's obligations with respect to the collecting of premiums from Members and non-Members?

- Member Boards are responsible for the collection of OREA dues (dues portion and premium/costs portion for the Standard Plan of the ORWP) from Individual Members of the Member Board.
- Member Boards are not responsible for the collection of premiums for anything other than the Standard Plan of the ORWP from Individual Members.
- CBS will be responsible for the billing, collection, and direct payment to the insurance carriers for:
    - Optional plans for individual Members of the Member Board
    - And optional plans for:
        - Family members of individual Members of the Member Board;
        - Brokerage staff; and
        - Staff at Member Boards

Will the invoices issued by Member Boards to individual Members show the OREA dues as two-line items?

- Yes.
- Member Boards will be required to invoice the individual Members for OREA, which shall be comprised of both a dues portion and a premium/costs portion and shall be shown as two-line items – a dues portion of $110 (plus HST) and premium/costs portion of $659.88 (inclusive of taxes).

What are the OREA dues billing requirements for Member Boards?

- The OREA dues shall continue to be payable at least annually by individual Members in advance to the Payee Board in the manner (either annually, semi-annually, quarterly, or monthly) chosen by the Member Board.
- No change is proposed to the method of collection.
- The OREA dues shall be billed upon the dates as required by the Payee Board for a billing period from January 1 to December 31 of each year.
- The OREA dues will be comprised of both a dues portion and a premium/costs portion for the ORWP which shall be collectively referred to as the OREA dues and shall be billed and collected as one, meaning the dues portion cannot be billed and collected separately from the premium/costs portion. That is, if the Member Board chooses to bill OREA dues annually, then the full amount of the OREA dues (dues portion and premium/costs portion) have to be billed annually.
- If OREA dues are payable in installments (other than once per year) a dues surcharge, payable by the Individual Members shall be as follows:
    - $3.00 per semi-annual installment
    - $2.50 per quarterly installment
    - $1.00 per monthly installment

What are the OREA dues remittance requirements for Member Boards?

- Member Boards will be required to remit the OREA dues monthly in order for OREA to meet its remittance obligations to the insurance carrier.
- For the first year of the Program (January 1, 2024, to December 31, 2024), Member Boards will only be required to remit at least one month's pro-rated portion of the OREA dues by the fifteenth day of each month.
- For year two and beyond of the Program, Member Boards will be required to remit monthly to OREA all OREA dues collected in the previous month by the fifteenth day of each month.

If Member Boards are collecting monthly and sending to OREA, is there a surcharge?

- If OREA dues are payable in monthly installments, dues surcharge payable by the individual Members shall be $1.00 per monthly installment.

Has OREA considered direct billing of OREA dues?

- The changes required for OREA to implement direct billing are cost prohibitive.
- The existing billing system and infrastructure is being utilized to minimize expense to members for the delivery of the ORWP.

Are the premium rates reviewed annually?

- The premium rates are guaranteed for two to three years, varied by benefit.
- After the rate guarantee period, the premiums will be reviewed annually, and the premium rate increase will be negotiated.
- CBS will issue an RFP to insurance carriers, if required, in an effort to mitigate the increase.
- Thereafter, the increase in premiums will be included in the OREA dues.

If the premium rates increase drastically, what measures are there to protect Members?

- This Program was developed to be competitive, comprehensive, and sustainable in the long-term.
- We have negotiated favourable arrangements with our program insurers to limit future cost adjustments and will constantly monitor the program experience to identify any situations which may impact costs.
- If at any time we foresee a significant cost increase, we will act immediately, and explore all options available.
- As per the Broker, through years in working in the real estate sector, they have been able to maintain consistent and sustainable pricing for all our clients.
- For Life Insurance and AD&D, in the last 20 years the premium at a large Member Board has decreased, not increased.
- Healthcare Insurance will have inflationary pressures, but OREA will ensure that the cost is sustainable by working with the Broker and insurance companies.

There is a price guarantee for two to three years but after the guaranteed time is up the rates are based on experience of the claims. The by-law amendment allows for OREA to automatically increase the annual dues, and this amount could be substantial. What, if any, would OREA consider too much of an increase and cancel the Program? In other words, would OREA cap the increase to Members? Or would OREA look at absorbing partial increases?

- This program was developed to be competitive, comprehensive, and sustainable in the long-term.
- We have negotiated favourable arrangements with our program insurers to limit future cost adjustments and will be constantly monitoring program experience to identify any situations which may impact costs.
- If at any time we foresee a significant cost increase in the future, we will act immediately, and explore all options available.
- As per the Broker, through years in working in the real estate sector, they have been able to maintain consistent and sustainable pricing for all our clients. As per the Broker's experience, in the last 20 years the premium at a large Member Board for Life Insurance and AD&D has decreased, not increased. Healthcare insurance will have inflationary pressures, but OREA will ensure that the cost is sustainable by working with the Broker and insurance companies. RFPs will be issued to insurance carriers, if required, to mitigate the increase.

Will OREA prepare a payment schedule that would show the exact amount to be submitted as per each payment choice? I.e., if you pay annually, semi-annually, quarterly, or monthly.

- OREA will provide a payment chart, showing OREA dues to be remitted per payment method (annual, semi-annual, quarterly, or monthly).

Is it permissible for a Member Board to collect the annual dues of $110 in January and submit that in April, and then collect the insurance premium (1/12th of the insurance) in January and submit that amount by February 15th and so on each month?

- No, this is not permissible.
- OREA dues are a singular amount of $769.88 (although made up of two parts, dues of $110 and premium of $659.88) and have to be remitted in the full amount of $769.88.

Will the administration fees of $8/year/Member be deducted from the remittance by the Member Board, or will it be issued as a credit/cheque, and when?

- Member Boards will be required to remit the OREA dues in full without any deduction (i.e., for Administration fees).
- Member Boards should invoice OREA for their share of administrative fees plus HST.
- The Member Boards' share of Administration fees (total $8 per member) is:
    - 80% in Year 1
    - 60% in Year 2, and
    - 50% in Year 3 and onwards.
- We will keep you informed if the Administration fee is increased.

Will Member Boards continue to claim credit card processing fees on the insurance amounts collected?

- Yes.

EXISTING PROGRAMS

My Member Board already has a benefits/insurance program that we offer to Members. What will happen to that existing program? What if I have already signed a contract with a carrier that takes me into June 2024, for example?

- There will be transition provisions to allow Member Boards/Associations that currently offer insurance programs to Members to transition smoothly into the ORWP.
- We will finalize the details when we negotiate contracts with the insurance companies.

If Members maintain their own personal coverage in addition to this plan, which plan do they need to claim first on?

- Coordination of Benefits (COB) is a term that describes the order by which health claims are paid if you have more than one plan in place. COB rules depend on the type(s) of coverage you have in place elsewhere.
- For example:
- Member has other coverage through their spouse:
    - ORWP is the first payer for Member claims.
    - Spouse plan is the second payer.
- Member has other group coverage through an employer that pre-dates January 1, 2024:
    - Employer plan is the first payer.

    - ORWP is the second payer.
- Member has retiree coverage through a former employer:
    - ORWP is the first payer.
    - Retirement plan is the second payer.
- Member has individual coverage on their own:
    - ORWP is the first payer.
    - Individual plan is the second payer.
- In the case of travel insurance, if there is more than one group policy in place (including credit card policies), the insurers will pay an equal share of the eligible expenses – regardless of who was contacted first. The only exception to this is if there is a group plan for retirees with a lifetime limit of $50,000 or less – the provision states that that policy would be the last payor, to avoid eroding the benefit limit.

Do we know how much TRREB'S/DRAR'S/other associations' plans cost their Members?

- For confidentiality reasons, we have not obtained that information.

Will the retirees at TRREB be grandfathered into the Standard Plan of ORWP?

- No, the retired Members will maintain their existing level of coverage.

Is the current life insurance offered at Windsor-Essex County Association of REALTORS® going to be incorporated into the ORWP?

- Until the Program has been approved, no decisions will be made.
- If the ORWP is approved, the individual Member Boards will decide if they wish to continue with their own coverage and the ORWP or eliminate their plan in favour of the ORWP.

If the Member Board has retired Members that are allowed to buy their Life Insurance and AD&D Insurance on an annual basis, is this something that will be allowed to continue for them?

- The RWTF is working with CBS, the Broker, to arrange that retired Members can maintain their existing level of coverage.
- We will keep you informed.

MEMBERSHIP

If a Member does not pay OREA dues on time and the Member Board fails to remit the OREA dues, will membership be terminated? What's the timeline?

- If OREA dues or initiation fees are not paid by an individual Member or not remitted by a Member Board, within ninety days after the

applicable due date, the membership of the delinquent individual Member shall be terminated by the Member Board.

What is the obligation of the Member Board for a terminated Member who is still covered for the insurance in Standard Plan for period beyond termination?

- This information would need to be provided to OREA, CBS and – subsequently, the insurance carrier.

Are the dues (dues portion or premium portion) refunded to an individual Member when they terminate their membership at the Member Board?

- OREA dues are non-refundable when a Member terminates their membership.

If membership in the Member Board is terminated mid-year and there is no refund of OREA dues, then is the individual Member covered for the ORWP benefits to the end of the period for which the OREA dues/premium is paid?

- If a Member terminates their membership in the middle of the billing term for which the premium for ORWP has been paid in advance, then the following will occur:
    - Individual Member's coverage for ORWP benefits will continue to the end of the period for which the premiums have been paid.
    - The Member Board will terminate the Member in the Member Board's database and inform the Broker of the date of termination.
    - The Broker will change the status of the member to 'Terminated with coverage to end of '(date premium paid)' and inform the insurance carriers on a monthly basis to cover the Member for ORWP benefits up to the end of the period for which the premium has been paid.

Will the ORWP cover a past president who is no longer a Member?

- The ORWP is for active Members of a Member Board and OREA.

SUPPORT

What support will OREA offer us?

- OREA will share the administration fees paid by the insurance carrier(s) to OREA with the Member Boards for the administration of the ORWP, thereby offsetting the costs to Member Boards.
- The administration fees will be subject to HST, and will be used to partially offset the administration costs of the program incurred by

Member Boards/ Associations and OREA, and shared equally (that is, on a 50:50 basis), subject to OREA's assistance with administrative costs of Member Boards/Associations by topping-up the sharing ratio in favour of Member Boards/Associations in the first two years of the program (Year 2024 - 80%:20% for Member Boards/Associations : OREA; Year 2025 - 60%:40% for Member Boards/Associations : OREA).

If Member Boards are to continue with the enrollment of new Members and submission of dues monthly, the Member Boards should continue to receive the full 80% split. What is the justification in lowering that amount when it is the Member Boards that will be doing everything except for submitting the payment directly to the insurance company?

- In implementing the ORWP, OREA will have a range of ongoing administrative roles and responsibilities that we will need to undertake including:
    - Monthly and annual financial activities including reconciling member reports, reconciliation of remittances with member reports, payments to several insurance carriers, billings, and payments accuracy (i.e., ensuring no duplicate or missed payment for members), etc.
    - Development and on-going management and maintenance of information technology infrastructure to support the ORWP
    - Financial, legal and risk management of the ORWP
    - Ongoing review of ORWP including performance, claims adjudication, RFPs for insurance carriers and management of contracts
    - Communications and marketing activities including fielding inquiries from Members
    - Maintenance of a comprehensive website and FAQ documents
    - Board and governance oversight over the ORWP to ensure its effective and optimal management
- The Administrative costs incurred by OREA for the ORWP will be substantial and the full administration costs will be only partially offset by the Administration fees.

What if my board's membership declines as a result of this program? Will OREA help my board financially?

- No.

Will OREA be providing supporting documents to help us communicate this to our Members?

- Yes, we will ensure Member Boards have adequate support in communicating this complex matter with their membership, including documents provided by the insurance carrier.

DUES INCREASE

We know there will be a dues increase as a result of this. When will that happen?

- The dues increase will go before the Assembly for approval at the Special Meeting on June 20, 2023, and the increase, if approved, will be effective on January 1, 2024.

What happens if a member does not pay their individual dues as a result of the steep increase?

- Unfortunately, the Member will no longer be able to maintain their status as a Member of OREA and their Member Board.
- Given that participation in the Program is a condition of OREA membership, any individual OREA Member who does not participate in the Program (that is, due to non-payment of OREA dues) shall be terminated by the Member Board/Association, and therefore, not be a Member in good standing of OREA.

OREA has $90 million in reserves. Why don't you pay the initial premiums? Why do you need a dues increase right away?

- As a not-for-profit corporation, there are very specific rules OREA must follow with the reserves plan to adhere to the Canada Revenue Agency's (CRA) standards.
- Distributing or making association income available to Members for personal use would jeopardize our not-for-profit tax-exempt status.
- Since 2019, the Board and the Finance and Audit Committee have been diligently preparing a multi-year, phased in reserves plan, and have been preparing rolling three-year financial projections to transition to a post-College organization.
- The plan takes OREA up to 2027, which is when the reserves will be reduced to the lower levels acceptable to the CRA.

TIMELINE/NEXT STEPS

How will the ORWP be implemented, and what are the timelines?

- If the Program is approved in June, it will take effect on January 1, 2024, for Ontario REALTORS®.

- There will also be the option for REALTOR® family members, Board/Association staff, and Brokerage staff to join the Program as of January 1, 2024, at an additional cost to be paid directly to the insurance carriers and managed by the Broker, Comprehensive Benefit Solutions. More information on this will be provided in the coming months.
- If passed, the ORWP will also provide options for Members looking for additional coverage at their own expense, which includes coverage options for dental, vision, and much more. Pricing and additional information will also be shared on this soon.

Who's managing coverage questions, coverage issues, and complaints about the carrier?

- The Broker, Comprehensive Benefit Solutions, and the insurance carriers.

SPECIAL MEETING OF THE ASSOCIATION

When is the Special Meeting, and where? What time does it start?

- The Special Meeting of the Association will be held on Tuesday, June 20, in Markham.

More detail:

- The venue is the Hilton Toronto/Markham Suites Conference Centre & Spa (8500 Warden Ave., Markham, ON.)
- The full schedule:
    - 11:00 a.m. – Registration opens.
    - 11:45 a.m. – 12:45 p.m. – Lunch
    - 12:45 p.m. – Doors open.
    - 1:00 p.m. – OREA Special Meeting of the Association.

How many items are on the agenda?

- This meeting will be a special, one-topic, focused meeting.

Why is it in-person and not virtual?

- The Board of Directors determined that an in-person meeting was critical in order to bring leaders from across the province together to discuss this important matter.

Why was this meeting not scheduled when we made our annual budgets?

- The Board of Directors recognizes that unlike other OREA meetings and events, the Special Meeting had not been scheduled when Member Boards set their annual budgets.

- This program is a once-in-a-generation opportunity and presents special circumstances.

Will you be providing a subsidy to attend?

- We recognize that attending this in-person Special Meeting has both time and financial implications for Member Boards, but the OREA BOD felt it was important for us all to get together to discuss this matter.
- As such, we are offering transportation assistance to support those with significant travel requirements in order to attend the Special Meeting.
- This includes reasonable costs for mileage and for trains/flights. This is for transportation only.
- You can apply for transportation assistance by submitting an expense form that will be sent to Luigi Favaro, VP of Partnerships, at luigi@orea.com.
- Upon receiving the form and receipts, Luigi will assess the expenses and approve them if they meet the requirements.
- Assistance will be capped at three individuals per Member Board, up to a total of $1500 per Board.

Does a dues increase require a simple majority or a two-thirds vote?

- It requires a simple majority.