

CSIO 2023 Executive Summary

Onward as one

CSIO 





Working in close collaboration, CSIO and its members continued to drive innovative solutions that enable the best insurance experience in Canada.

We began executing our new multi-year strategic plan in 2023. CSIO's Board of Directors identified three areas of focus in the plan: Standards, industry-trusted technology solutions, and solutions and services for creating a seamless experience.

In 2023, CSIO gained momentum by progressing in all three areas. We continued advancing our Standards to ensure they are clear. We delivered secure and reliable technology solutions and shaped solutions to provide seamless data exchanges. We also further expanded our respected education services.

We are proud of our 2023 accomplishments. Each one benefits our members and the customers they're proud to serve.



Message from the President & CEO

Catherine Smola
CSIO President & CEO



In 2023, we began executing CSIO's next multi-year strategic plan, which involves three areas: developing, governing, and promoting Standards; delivering industry-trusted technology solutions; and shaping solutions and services for creating a seamless experience. Thanks to our members, Board of Directors and staff, we have much to celebrate. The momentum we gained in 2023 greatly contributed to our successes.

I'm proud of CSIO's accomplishments in continuing to drive innovation through Data Standards and technology to benefit our members and their customers. In reflecting on our achievements, they share a common theme – onward as one. There are many ways we came together to streamline property and casualty insurance operations this year.

Message from the Chairman of the Board

I look back at 2023, my first year as CSIO's Chairman of the Board, with optimism as we introduced our new multi-year strategic plan. The plan serves as an important vehicle to keep us on the same page moving forward. Our broker, insurer and vendor members collaborated to enhance Data Standards, solutions and services that benefit our members.

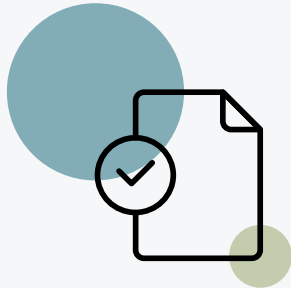
I'm thrilled to share that CSIO successfully completed the first year of its multi-year strategic plan and continues to drive positive change in the P&C industry. We built a solid foundation for the remaining years of our plan, and in 2024 we'll focus on further enhancing the initiatives developed this year.

Michael Lin
CSIO Chairman
Chief Information Officer
Travelers Canada

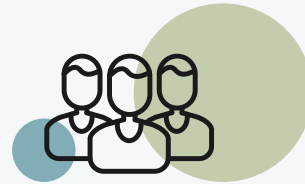




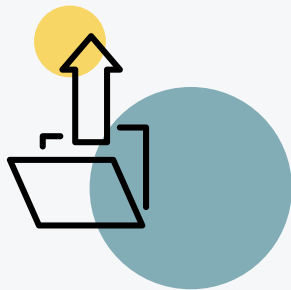
2023 Highlights



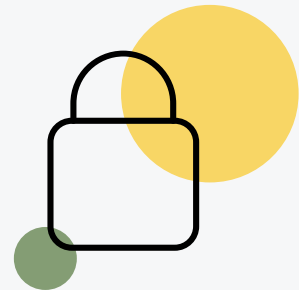
**Updated eDocs
codes and descriptions**
which will save brokers time and money



**Launched the Standards
Governance Advisory
Council**



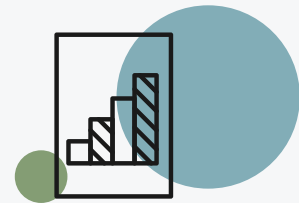
165 additional JSON
API Standards use cases
completed



1st insurer earned CSIO
API Security Standards
Certification



**Produced Commercial Lines
Data Standards**
for 3 additional industry segments:
hospitality, health services and warehousing



142% increase
in documents sent,
including eSlips, via
My Proof of Insurance

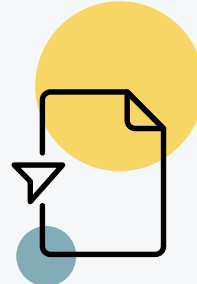


2023 Highlights



JSON API Standards Implementation Guide

published to assist insurers and BMS vendors program Standards



48m+ eDocs sent via CSIONet – a record number



2,500+ accredited certificates issued for online education courses



Launched the education Resource Centre



What Members Are Saying



Jeff Roy

CEO at Excalibur Insurance Group

CSIO accomplished a lot in 2023.

CSIO accomplished a lot in 2023. They are working with brokers, insurance companies, IBAC and vendors to improve connectivity, security, use and enforcement of Standards, clean up eDoc codes, and much more.



Graham Haigh

SVP & Chief Operating Officer – West
at The Wawanesa Mutual Insurance Company

I commend CSIO's INNOTECH Advisory Committee and its Working Groups for creating APIs that are capable of taking broker connectivity to an even higher level.

Increasing connectivity between brokers and insurers is an essential way we can give people and businesses great service, while helping the broker channel thrive. I commend CSIO's INNOTECH Advisory Committee and its Working Groups for creating APIs that are capable of taking broker connectivity to an even higher level.



Steve Whitelaw

Senior Vice President and General Manager
at Applied Systems Canada

To ensure consistent processes and bring value to all stakeholders, we partner with insurers like L'Unique, a CSIO member, to use CSIO's Commercial Lines Data Standards.

To ensure consistent processes and bring value to all stakeholders in the insurance ecosystem, we partner with insurers like L'Unique, a CSIO member, to use CSIO's Commercial Lines Data Standards. This enables insurers and brokers to capitalize on new business opportunities faster, and continuously deliver the high-level of service that customers expect.





Read the full report
at csio.com/annualreport2023

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of Insurance Operations**

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