

October 21, 2020

Mark White  
Chief Executive Officer  
Financial Services Regulatory Authority of Ontario  
5160 Yonge Street, 16th Floor  
Toronto, Ontario M2N 6L9

Dear Mr. White:

On behalf of the Insurance Bureau of Canada (IBC) and our members operating across the province, I am writing to acknowledge the work being done by the Financial Services Regulatory Authority's (FSRA) on its standards of service for core regulatory services and approach to managing and reporting its performance against the service standards.

Quality of service and predictability of service are legitimate expectations of Ontarians when interacting with the government. We commend FSRA on its efforts to establish a public commitment to a measureable level of performance that stakeholders, consumers and the general public can expect. By establishing service standards, you are creating a more transparent and predictable system that will make it easier for all that engage with FSRA to know what to expect, drive service delivery, and contribute to a results-based approach to management.

Ontario's property and casualty insurers are eager to work with FSRA as it moves forward with the consultation, and look forward to the first set of results in January/February 2021.

Yours sincerely,



Kim Donaldson  
Vice President, Ontario  
[kdonaldson@ibc.ca](mailto:kdonaldson@ibc.ca)

c.c: Judy Pfeifer, Chief Public Affairs Officer