

who, in the view of the Department, are not entitled to receive them. We shall not get far in that programme without encountering a good many difficult problems that are going to give the Department a great deal of concern and cause a good deal of discussion among the insurance agents and companies, because there are many of these problems on which the agents themselves are very much divided in opinion, and the companies are in a similar situation.

Perhaps I might just mention one or two of the problems that we have which are now occasioning some discussion. There is the great question as to whether or not a part-time agent is entitled to do the insurance business and receive a certificate. There is a problem as to whether or not persons in any particular line of business should be entitled to carry on along with that business the business of an insurance agent. For example, our friend, the Lawyer—I happen to be a lawyer myself, so I expect some sympathy from you. There is also the case of the loan corporation, and a number of general cases in which there seems to be doubt and difference of opinion as to whether or not they are properly in the insurance agent business. These are some of the problems which we have to solve.

In addition to carefully scrutinizing these applications, the Department is undertaking to investigate reliable complaints that may be received as to the conduct of agents already licensed by it. You may know that in one case recently we have cancelled the license of an insurance agent for fraud, and that man is now in a position where he can no longer do an insurance agency business. I mention that merely to show you that in addition to the original scrutiny it is intended to endeavor to keep some kind of check upon the conduct of the agents who are licensed by the Department.

There is one thing that is absolutely essential to success in the work that we have undertaken, and that is sympathetic co-operation of the agents throughout the province. Unless we have both their sympathy and their co-operation it is absolutely useless for the Department to attempt anything along the line of its present programme. We have adopted this programme believing it to be in the best interest of the insurance business, but we can draw application forms and we can write circular letters and we can make speeches or do anything else we like until doomsday, and the Department will not move one foot forward unless the agents themselves and the insurance interests are anxious to assist the Department in every way possible in the working out of its programme; and I want to ask you as representatives from various parts of the province to assist in spreading that gospel among the other agents with whom you may

come in contact so that there may be in larger measure a complete co-operation between the Department officials and the agents personally.

#### *Individual Applications.*

Every member of a firm requires to sign an individual application and to pay a separate license fee and obtain a separate certificate for each of the three divisions of insurance which he propose to transact.

#### *Two or More Classes of Insurance*

The present separation of licenses is largely an experiment and the manner in which it works out this year will determine whether or not the present forms should be continued. The purpose of the requirement of the separate applications was to assist in getting to a personal qualification basis for the issue of licenses, the idea being that anyone who wished to do the business of life insurance agency should first demonstrate that he is qualified to act as a life insurance agent, and similarly in the case of the fire applicant. For that reason the form of the questions asked in the applications is somewhat different. I think it has already been proven that it would have been an advantage to arrange for the issue of a general license upon the receipt of the separate applications, and that will doubtless be done next year. I would rather not express any opinion as to the wisdom of consolidating the applications until we have tested the present system for this year. I would just like to say that these application forms are being required from every agent, whether or not he is newly appointed or has been long in the field. The purpose of that is to establish a proper record in the Department for every person now licensed. As you know, the old application forms gave no information of any kind in reference to the applicant. Therefore, we ask the patience of the older insurance men in the matter of completing these forms which may seem somewhat unnecessary in the case of men who have been long in the business. However, I would ask you to realize that it is for the purpose of making the original records of the Department, and to fill it in with that in mind. There will be no objection to the issue of both Fire and Life Certificates to the same man. For instance, the members of your firm I expect will apply for all three licenses and there will be no difficulty about the issue.

#### *Necessity of Obtaining Licenses.*

The Department certainly intends to follow up its records, to make certain that persons both in Toronto and outside district who carry on the business of insurance agents apply for and obtain proper Certificates of Authority. I will tell you what we have already done in that connection.