

In the Matter of the

FINANCIAL INSTITUTIONS ACT
(RSBC 1996, c.141)
(the “Act”)

and the

INSURANCE COUNCIL OF BRITISH COLUMBIA
(“Council”)

and

PATRICIA YING TING MAI
(the “Licensee”)

DECISION AND ORDER
UNDER SECTIONS 231 & 238 OF THE ACT

WHEREAS the Licensee currently holds a Level 1 general insurance salesperson (“Level 1 Salesperson”) licence in British Columbia, and has been licensed in British Columbia since 2020;

AND WHEREAS the Licensee failed to declare that Continuing Education requirements were fulfilled in the Licensee’s 2021 annual filing;

AND WHEREAS licensees are required to meet Continuing Education requirements, as required by Council Rule 7(5);

AND WHEREAS Council initiated an Annual Filing Declaration Audit on November 25, 2021, and requested that the Licensee respond by December 17, 2021;

AND WHEREAS after Council received no response from the Licensee, Council made additional attempts to contact the Licensee through telecommunication, electronic communication and written communication between January 13, 2022 and January 31, 2022;

AND WHEREAS Council sent a final request for information to the Licensee on March 25, 2022, with a deadline for providing the information of April 4, 2022, which the Licensee did not comply with;

AND WHEREAS Council, having taken into consideration the Licensee’s repeated failure to cooperate with Council and to confirm that Continuing Education requirements were fulfilled,

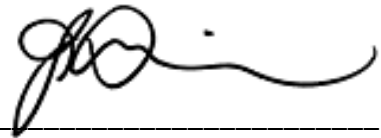
believes it to be in the interests of the public for the Licensee to be suspended until such time as the Licensee has complied with Council's request for information;

AND WHEREAS Council considers the length of time required to hold a hearing would be detrimental to the due administration of the Act;

NOW THEREFORE Council orders that the Licensee's Level 1 Salesperson licence be suspended pursuant to sections 231 and 238 of the Act, to be effective the date of this order, until such time as the Licensee satisfactorily complies with Council's requests for information pertaining to the Annual Filing Declaration Audit.

TAKE NOTICE that, pursuant to section 238 of the Act, the Licensee has the right to require a hearing on this order before Council by delivering written notice within 14 days of receipt of this order to Council at 1400 – 745 Thurlow Street, Vancouver, British Columbia, V6E 0C5; alternatively, the Licensee may appeal this order to the Financial Services Tribunal.

Dated in Vancouver, British Columbia, on the **29th day of April, 2022.**



Janet Sinclair, Executive Director
Insurance Council of British Columbia