

# Insurance

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C A N A D A

# YOUNG GUNS

Why the future of Canadian insurance is bright



**ALL IN**  
AN INTERVIEW  
WITH TRISURA'S  
GAMBLING CEO

**CRISIS MANAGEMENT**  
HOSTAGE & RANSOM  
INSURANCE TO  
THE RESCUE

**TOMORROW'S BROKERS**  
A ROUNDTABLE  
DISCUSSION ON  
TRAINING BROKERS

# RICHARD A. GRANT

Manager, Vice President, Surety, Trisura  
Guarantee Insurance Company

AGE:  
**34**  
YEARS IN THE  
BUSINESS:  
**12**

## Why a 'Young Gun'

A chair of the western committee for the Surety Association of Canada from 2004-2006, Grant has used his in-depth knowledge of the Canadian surety market to position himself today as the vice president of surety responsible for broker relationships and underwriting in the Prairie provinces.

Although never having been comfortable with nicknames - like being a 'Young Gun' - he does acknowledge that hitting his career bullseyes wouldn't have been possible without the help of great people around him, allowing him to be his best.

## Where do you see yourself in the next five to 10 years? What is your ultimate career goal?

In the next five years, I see myself learning from the younger generation and applying what they teach me to the business practices of Trisura. I remember first joining the insurance industry thinking "this can be done better." Several years later, I now work at Trisura where that statement is part of our noble purpose. Honestly, I believe that the industry is changing so quickly that looking beyond five years is tough. I can tell you that we are attracting smarter people with stronger skill sets all the time so I am excited for whatever the future holds!

## What do you like about the insurance industry? If you had the power, what would you change?

I like the people and the ability to influence change. I remember coming out of university and working for a large financial institution that had a very rigid structure. Within that organization, it did not matter what ideas you had, if you had not put in your time, you were not important. I have found that the opposite applies within insurance. People are collaborative and open to new ideas for products and improved processes. If I could change anything, it would be the amount of email that I receive!

## Who had the greatest impact on shaping your career path?

There have been three people that I can immediately list as having had a direct impact on shaping my career path.



My wife Kimberley works very hard every day within her human resources position in a non-insurance related industry, and then works twice as hard coaching me at home. Kimberley is the only reason that I applied for a position within insurance when she forced me to read the job descriptions and not simply the position titles!

After getting my first position in insurance, the person that has shaped my career path the most has been Donna Anderson. Donna has been my coach through my entire insurance career and is the most selfless person that I have ever known. Putting aside work and career, I am a better person for having Donna Anderson in my life.

The last impactful relationship that I can point to is a fellow name Marvin Weiler. I met Marvin through construction industry functions and it was during a late night conversation with Marvin while I was contemplating leaving the surety industry that I realized how much I truly love this business. Marvin and I have remained in contact, and he is still my friend (and guidance counselor) today.

## Many in the industry are reaching retirement age. What is needed to do to draw 'new blood' into insurance?

I believe that the insurance industry has a lot to offer young and old. Most of the people that I know within the insurance industry at traditional retirement age want to work longer, which I see as a testament to the industry. In addition, I recently attended a management seminar where it was stated that it is my generation (Gen X) that is getting passed over for senior positions in favor of the young millennial generation. As I noted earlier, everything seems to be in flux these days from the way we communicate to the products that we offer so if a young person is looking for a place to make a difference, the insurance industry is where it is at. I have also found that young people within Trisura have been drawn to the collaborative culture and the flexibility of the organization in general.

# MATT BAYNTON

**Vice President, Surety (National)** Trisura Guarantee Insurance Company

## Why a 'Young Gun'

In seven short years, he has helped steer start-up Trisura from small player to one of the leading surety writers in Canada.

## What is your ultimate career goal?

We are not short on goals here at Trisura. We've got a lot of runway ahead of us and some lofty ambitions. I see myself working hard to contribute to the achievement of those goals. In a fast-growing, ambitious company, there is no shortage of opportunity.

## What do you like about the insurance industry?

Surety is a unique corner of the insurance industry that I was fortunate enough to stumble upon early in my career. Every day is an adventure, and you really need a well-rounded skill set to excel. One minute you need to think like a contractor, and the next like a lawyer or an accountant. You are always learning something new.

The surety product has not really changed in the last few decades, and certainly not in the 11 years that I have been in the industry. Meanwhile, the construction industry – the largest user of surety bonds – has changed dramatically in recent years. It is incumbent on the industry to ensure that the surety product is meeting the needs of our buyers. Otherwise, we run the risk of the product becoming marginalized or replaced with alternate security.

## Who had the greatest impact on shaping your career path?

The senior management team at Trisura has been phenomenal in my career development. They recognize talent and hard work and are willing to empower their staff. I am learning something new from someone every day, and I fully expect this to continue as my career moves forward.

## Many in the industry are reaching retirement age. What is needed to do to draw 'new blood' into insurance?

I think there is a perception in Canada that insurance is not the sexiest of the financial pillars. I was in

London shortly after I graduated university, and walking through the financial district, you actually heard businesspeople talk shop about insurance. It was great. Insurance is a very important piece for economic development, and for society as a whole. I think the industry needs to be proud of this and recognize and promote the vital role it plays.

## What is the most important thing you learned from insurance veterans?

I consider myself very lucky to have landed at Trisura and have learned so much from the vets here. The team really knows their stuff. When in doubt or unsure of something, there is no shortage of people to talk to or bounce ideas off of.

I think the biggest thing I have learned is to be passionate about your job. If you do not find it challenging and rewarding, find something else that you are passionate about.

## Which new technologies have you embraced as part of your daily life and business?

When I started working, cell phones were given to managers so they could stay in touch when they were out of the office. Now, the whole office is mobile. I can access anything I need with an Internet connection. You have to embrace mobility, instant access and responsiveness. That is what society and businesses are demanding.



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