



KATRINA MYHAL

Senior analyst, e-commerce solutions

TRISURA GUARANTEE INSURANCE COMPANY

Age: 27

Katrina Myhal works to improve the user experience at Trisura Guarantee Insurance Company. Last year, Myhal was promoted to senior e-commerce analyst, and she also completed a user experience [UX] design course. Today, she's using her skills to redesign Trisura's online portal user experiences and interface, which will be incrementally launched this year. In addition, Myhal sits on Trisura's digital steering committee, where she contributes to the planning of the company's long-term digital strategy, and she continues to broaden her skills by attending numerous tech networking events and webinars.

"I love online business and helping the insurance industry stay competitive in an ever-changing global tech environment," Myhal says. "I believe a well-groomed user experience and marketing strategy keeps companies distinguished and respected within a competitive market."

Myhal has also brought her passion for user experience to the jewellery industry via her personal blog, where she promotes jewellery designers and their work.

"I believe that extraordinary user experiences are the key to implementing a successful online strategy and fostering customer satisfaction and loyalty," she says, "whether this be in the insurance or jewellery industry."



JONATHAN HOPE

Senior surety underwriter

TRISURA GUARANTEE INSURANCE COMPANY

Age: 33

A 10-year veteran of the surety industry, Jonathan Hope has spent the past eight years at Trisura Guarantee Insurance Company, where he's responsible for the growth and management of surety clients in Alberta, Manitoba and Northwestern Ontario. Hope also creates and manages strategic plans related to brokers and client risk assessment, including Trisura's 2019 commercial surety plan.

Hope has earned numerous professional designations, including the Associate in Canadian Surety Bonding, the Association of Surety Bond Producers' Advanced Surety School Level III designation and the Commercial Surety designation. Outside of the office, he serves as chair of the Surety Association of Canada's commercial committee and is actively involved in Motionball Calgary events, United Way campaigns and fundraising for the Calgary Prostate Cancer Centre.



KAMRAN AFSHAR

Manager, commercial lines

INTACT INSURANCE

Age: 35

community through training, mentorship and fundraising. With more than 11 years of P&C insurance experience in both the direct-to-consumer and broker channels and seven-plus years of leadership and team management experience, Afshar has led teams to provide high-value transformations and improved results.

Currently, as commercial lines manager at Intact, Afshar heads the fleet and IRCA teams. He also led a group of managers to create and launch a training program on the firm's customer-driven value for all underwriters in Ontario, in addition to leading the personal lines training efforts for all Toronto-area brokers.

Committed to giving back, Afshar served as a mentor in the Young Insurance Professionals of Toronto's mentorship program last year and also co-founded the Mehran Afshar Scholarship at North York General Hospital with his sister-in-law following the passing of his brother in 2016. Annual fundraisers contribute to the endowment for the scholarship, which is awarded every year to a student in need to help with their continuing education.