

## HOW TO ACCESS PRO-DEMNITY SERVICES DURING A POSTAL SERVICE DISRUPTION

In case there's a postal service disruption affecting mail delivery, we want to make sure you know how to keep managing your professional liability insurance policy payments and documentation smoothly. **Keeping your professional liability insurance up to date is essential for Certificate of Practice holders, as required by the *Architects Act*.** This means it's important to prioritize your premium payments to ensure you always have coverage.

### PAYMENTS:

- **Electronic Payments:** Make premium or deductible payments electronically using the [Pre-Authorized Debit \(PAD\) form](#). This method is secure, efficient, and unaffected by postal delays. Instructions for making one lump sum payments directly from your bank account using online banking via EFT transfer, Bill Payment or Wire Transfer may be found on page 2 of the [Payment Options](#) form. **Electronic payments ensure your payments are received and processed without delay.**
- **Cheques:** We strongly recommend that you transition from cheque payment to electronic payment to avoid any delays in the processing of your premiums. If you have already mailed a premium payment or deductible payment cheque to our lockbox, and aren't sure if it's been processed, please contact our Finance Department immediately at [finance@prodemnity.com](mailto:finance@prodemnity.com) or 416-386-1770 x4 to discuss an alternative electronic payment arrangement for your upcoming payment, if necessary.

### RENEWAL, SPIKE-UP OR INCREASED LIMITS APPLICATIONS:

- Continue to submit applications for renewal, spike-ups or increased limits electronically to [mail@prodemnity.com](mailto:mail@prodemnity.com).
- Processing times for renewals, spike-ups or increased limits applications are not

impacted by postal disruptions. Our team is fully equipped to handle these documents promptly and efficiently when submitted electronically.

## REPORTING A CLAIM AND CLAIMS PROCESSING:

- **Submitting Claims:** Please continue to [report any claims](#) via e-mail at [Claims@prodemnity.com](mailto:Claims@prodemnity.com) or call 416-386-1770 X1 to ensure timely processing.
- **Claims Documentation:** If you have sent any claims or litigation documentation via mail, please contact our Claims Department or your Claims Specialist to confirm receipt and discuss any necessary next steps.

Should you have any questions or require further assistance, please do not hesitate to contact us.

Thank you for your continued trust and support.

### ***Disclaimer:***

The contents of this PDF are derived from a website and offer information for general purposes only. The material presented does not establish, report or create the standard of care for Ontario architects. The information is by necessity generalized and an abridged account of the matters described. It should in no way be construed as legal or insurance advice and should not be relied on as such. Readers are cautioned to refer specific questions to their own lawyer or professional advisors. Efforts have been made to assure accuracy of any referenced material at time of publication; however, no reliance may be placed on such references. Readers must carry out their own due diligence. Professional Liability Insurance provides valuable coverages and benefits however does not cover everything. Please refer to the Policy wordings for specific coverages, benefits, exclusions and limitations. This PDF should not be reproduced in whole or in part in any form or by any means without written permission of Pro-Demnity Insurance Company. Please contact [mail@prodemnity.com](mailto:mail@prodemnity.com).