

## IMPORTANT NOTICE TO POLICYHOLDERS: SUPPORTING YOU DURING THE CANADA POST STRIKE

Dear Policyholders,

Due to the Canada Post strike, we want to ensure that you are aware of the necessary steps to continue managing your professional liability insurance policy payments and documentation without interruption. As a reminder, **maintaining your professional liability insurance coverage at all times** is a requirement for Certificate of practice holders as per the *Architects Act*. This means prioritizing premium payments to ensure continual coverage and avoiding policy lapse and cancellation.

### Correspondence:

- Please refrain from using Canada Post services during the strike to correspond with us. Please reach out via e-mail at [mail@prodemnity.com](mailto:mail@prodemnity.com) or to [finance@prodemnity.com](mailto:finance@prodemnity.com) or, in a claim situation to [claims@prodemnity.com](mailto:claims@prodemnity.com). You may also utilize the [Contact Us](#) forms on the website.
- If you are using courier services, kindly contact the receiving party at Pro-Demnity **in advance** to ensure that a member of the team will be available to sign for the package, as we are a hybrid-working company.

### Payments:

- **Electronic Payments:** You are strongly encouraged to make your payments electronically using the [Pre-Authorized Debit \(PAD\) form](#). This method is secure, efficient, and unaffected by postal delays. For the duration of the postal strike, we can also provide you with instructions for making one lump sum payments directly from your bank account using online banking: EFT transfer, Bill Payment or Wire Transfer. **Electronic payments are crucial during this time to ensure your**

**payments are received and processed without delay.**

- **Cheques in the Mail:** If you have already mailed a premium payment or deductible payment cheque to our lockbox this week, please contact our Finance Department immediately at [finance@prodemnity.com](mailto:finance@prodemnity.com) or 416-386-1770 X4 to discuss alternative arrangements for your upcoming payment, if necessary.
- **Processing time:** Our team is working actively to support impacted clients. Please be aware that due to the strike, you may experience longer than expected wait times for this service, and that we will process requests in priority sequence.

#### **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).
- For underwriting documents such as applications for renewal, spike-up, or increased limits, please be assured that there are no impacts to processing times. Our team is fully equipped to handle these documents promptly and efficiently.

#### **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 via e-mail at [Claims@prodemnity.com](mailto:Claims@prodemnity.com) or your Claims Specialist to confirm receipt and discuss any necessary next steps.

We appreciate your understanding and cooperation during this time. Should you have any questions or require further assistance, please do not hesitate to contact us.

Thank you for your continued trust and support.

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