IMPORTANT NOTICE TO POLICYHOLDERS: UNDERWRITING SYSTEM UPDATE

SUPPORTING YOU THROUGH SYSTEM IMPROVEMENTS

At Pro-Demnity, we are committed to providing reliable protection and service as your trusted ally. To better serve you and your firm, **we are upgrading our underwriting systems** throughout late fall 2025 and early winter 2026.

This enhanced system is part of our Underwriting Transformation initiative (Phase 3) and will enable us to respond to your needs and requests more efficiently.

During this transition period, **you may notice duplicate automated messages as our new system comes online, and we phase out the older one.** Please don't be alarmed—this is a temporary occurrence and part of the process as we work to improve the overall experience.

1. **Be aware that you might receive:**

   - duplicate automated communications during the upgrade from late November 2025 through to March 2026. These may include reminders to submit your application, even after it has already been submitted, as there may be a slight delay in recording the received application. **Please ignore duplicates or verify before acting.**

2. **If unsure, please contact Underwriting:**

   - our team is available to assist with any questions or concerns you may have: mail@prodemnity.com or 416-386-1770.

We sincerely apologize for any inconvenience this may cause and greatly appreciate your patience and understanding as we make these important improvements.

For more about our Underwriting Transformation, see the image below or refer to page 13 of the 2025 Annual Update Protecting Architects is Our Policy.

Thank you for trusting Pro-Demnity. We look forward to continuing to serve you as your partner in protection.

Warm regards,

The Pro-Demnity Team

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