

Dear Policyholders,

We understand the current challenges that may be stretching your architecture business in the face of COVID-19.

Please rest-assured that Pro-Demnity, like many of you, is closely monitoring the situation and adhering to guidance from our federal and provincial governments, Ministries of Finance, and public health authorities to help “flatten the COVID-19 curve”.

Additionally, ***Pro-Demnity is taking the following proactive actions*** as related to your professional liability insurance:

- [Continuing to serve you](#) during our normal working hours Monday to Friday from 8:30 a.m to 4:30 p.m. Our employees are working remotely and can be contacted by email or phone as always. We endeavour to respond to inquiries within 24 hours and invite you to visit our website at [www.prodemnity.com](http://www.prodemnity.com) for more information.
- **Maintaining your professional liability coverage.** No policies will be cancelled for non-payment of premium while businesses have been asked by authorities to limit their activities; up to at least April 5, 2020.
- **Holding off on issuing Notices of Default to firms until at least April 15, 2020.**
- **Monitoring the situation closely and updating you as events unfold and matters affecting dates evolve.**
- Continuing to process policy renewals and invoices as they become due.
- Providing relevant, timely, practical and current practice risk management advice specific to COVID-19. We strongly encourage you to review the [COVID-19 Special Edition Bulletins](#) posted to our website and, that these may help you act swiftly and prudently to mitigate any potential future claims.

We sincerely hope that these interim measures from Pro-Demnity will ease your minds and alleviate some of your concerns as they relate to your coverage. As you continue supporting your staff, serving your clients and managing your overall architecture business, we are here to assist you in your insurance needs.

Sincerely,

Bruce H. Palmer,  
President and CEO