

Covid-19 – Continuing to serve our Policyholders

Pro-Demnity has been closely monitoring the evolving developments regarding the COVID-19 (coronavirus) outbreak. Our top priorities are maintaining the health and wellness of our employees while continuing to serve our policyholders and ensuring the continuity of our business.

Following the advice of Canadian and provincial health authorities, Pro-Demnity is taking precautions to mitigate the risk of potential spread of COVID-19. For our staff, we have implemented a work-from-home policy for all employees who can perform their functions remotely. Supporting this effort, we have suspended in-person meetings and business travel effective Tuesday, March 17. Our staff have access to technology solutions to enable virtual and online business meetings to continue.

Your Communications with Pro-Demnity

- Continue to contact us as you normally would by phone and email. Key contacts are listed below.
- For general inquiries, please contact us at mail@prodemunity.com
- We are encouraging that you leverage online and virtual methods to reach our staff in order to access information related to your policy or claim. Please be advised that as we are working from home, we will have little or no access to mail arriving at our offices via Canada Post or courier.

Renewal Applications

Please ensure that your renewal application is sent to us either via Email to mail@prodemunity.com, or via fax at 416-449-6412.

Should either method not be an option, please contact our Chief Underwriter, Ms. Andrea LaLonde (alternatively, Miss Larissa Fong), at your earliest convenience.

Renewal documentation

Current circumstances may delay our normal service levels, but please be assured that all renewals for which proper documentation has been received will be processed with no gap in coverage. If you have not received your renewal confirmation and you require evidence of insurance for an RFP, client, etc., please contact us and a Certificate of Evidence of Insurance will be e-mailed to you.

Payments of premiums/deductibles

For payments of premiums/deductibles which are due between March 16 and April 17, 2020, payment can also be received through Electronic Funds Transfer (EFT). Please contact our VP Finance, Diane Hui at DianeH@prodemunity.com for secure instructions.

Claims Handling

If you have an active claim and have a Claims Manager assigned to you, please continue as usual.

For new claims, or if you are unsure of how to reach your Claims Manager, please e-mail lsimmons@prodemnity.com or fax to 416-449-6412, to the attention of Mrs. Lynn Simmons.

Additional Risk Management Direction

Later this week, you will receive a message from our VP, Practice Management with practical direction on managing project, site and business risk during the Covid-19 pandemic period.

As always, please continue to reach out to us and our team should you need to:

Key Contact Information

Email: mail@prodemnity.com

Tel: 416-386-1770

Fax: 416-449-6412

Underwriting:

Ms. Andrea LaLonde (andreal@prodemnity.com) extension 263

Miss Larissa Fong (larissaf@prodemnity.com) extension 269

Gavin Jones (gavinj@prodemnity.com) extension 256

Sariha Krishnabala (sarihak@prodemnity.com) extension 249

Payments:

Mr. Tony Shi (tonys@prodemnity.com) extension 260

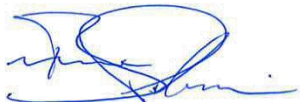
Claims:

Mrs. Lynn Simmons (lsimmons@prodemnity.com) extension 262

Ms. Christina Ukrainetz (christinau@prodemnity.com) extension 266

As the situation evolves, we will provide updates to our business activities to keep you informed. We appreciate your patience during this time and look forward to serving you as we always have.

Kindest regards,



Bruce Palmer,
President and CEO

BruceP@ProDemnity.com

416.386.1770 x 270