

The Straight Line – Issue No. 10

June 26, 2020

Dear Policyholders,

These are evolving and unusual times in which to be operating a business. As these past months have shown us, we are nothing without our people and I trust that you, your families, and employees are all safe and healthy.

Over the past weeks, our province has seen a careful and gradual re-opening for business following the phased [framework](#) outlined by the Government of Ontario. The lifting of some business restrictions while maintaining health-related precautions have provided us at Pro-Demunity with a renewed sense of positivity.

The Pro-Demunity team continues to work remotely, serving you from our homes. Whether from the kitchen or dining room table, spare bedroom, loft space, landing or basement (all have been transformed into the office away from the office), maintaining our service commitments to you has been paramount. Like every company, we have had our challenges establishing the new routines needed, but I have been proud and impressed at the ingenuity and dedication of our team in ensuring we have continued to be there for you these last few months.

I am pleased to share [The Straight Line](#), Issue No. 10, which highlights the results of the Policyholder Survey conducted back in the fall of 2019. Although later than planned – they were pre-empted by the COVID-19 Special Edition Bulletins – it still seems important to share the results with you. In listening to and considering your constructive feedback and direct comments, we have already begun (or completed!) changes based on some of your recommendations.

Much of life seems different now than just a few short months ago. But not everything has changed: our commitment to you – to protect and defend the architectural profession – is undeterred. We remain at your side and we have your back as we help the profession stay in front of the risks involved in running a practice.

Stay safe, stay healthy and remain the professionals you are as you navigate active projects and client expectations. Please remember we are only a phone call, email or click away, and we are always ready to support you and your business with claims or risk practice management solutions.

Sincerely,



Bruce H. Palmer,
President and CEO

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