

For the Board Meeting of: 6/10/2021

Executive Summary

The guys were of course off the road during April due to the recent lockdown. They continued to pursue virtual inspections from insureds to be able to hit the ground running in June. The review project continues as well, concentrating exclusively on farm. We continue with bi-weekly meetings which seem to be good for the department socially as well as very productive with new ideas coming forward on ways to improve the way we do our business

Update on Major Goal(s)

Discussions continue with department managers on cross training. Now that it looks like the guys are back on the road in June, I will be putting more time into the cross training project.

Looking Ahead

We are back on the road!! Officially as of June 2, we are back on the road doing exterior inspections. The Covid case numbers in Ontario as a whole and locally, seem to be heading in the right direction which is great to see. Vaccinations also seem to be a steady stream in the province which is also very encouraging. From our meetings we have identified an area of our program that could use some improving. The area of improvement we identified is getting initial communication with the insureds for the inspection. We have implemented some changes coinciding with the return to on-site inspections. Now in addition to sending a letter to the insured we are sending an email to them and cc'ing the producer in the email as well. We sent out a broker bulletin informing the brokers of the changes and have requested email lists of all their producers. We have received some lists back as well as some inquiries which is great communication. A major up front challenge to this, is the broker providing us with insureds emails. We have outlined the importance of this in the bulletin and will be following up in the future. Hopefully this will improve the initial communication with the insured and its importance to us.

Respectfully Submitted,

Bryce Clarke

“We make a difference in our communities.”

We are proud of the communities we are part of. We go out of our way to support them and make a lasting difference.