

**BROKER BULLETIN****TO:** All Agents and Brokers**DATE:** March 1<sup>st</sup>, 2021**FROM:** Warren Ting, B.A.(Hons.), FCIP, CRM  
VP Underwriting**RE: Underwriting Department – Staffing Changes  
Water Protection Rating Changes – Personal Residential Property  
Commercial Lines – COVID Discount on Selected Retail Occupancies  
Inspection Department Update**

As we enter into 2021, the light is shining brighter and brighter each day in the hopes that by the middle of 2021, we can all go back to some type of normal interactions with each other! We at HTM miss the day-to-day interactions we have with you, our brokers and agents. Through the last few months, HTM has continued to hold steadfast our commitment to protect our Insureds and to provide the best possible service to our broker/agent force with the many Covid disruptions around us. It has been a while since the last Underwriting department bulletin and we would like to share some updates with you.

**Underwriting Department – Staffing Changes**

Exciting changes have been happening during the Covid lockdown times in the department. We are happy and excited to welcome Tara Bullock as Farm Underwriter back in late 2020 and Kay Farrell-Lang as Underwriting Admin in January 2021. We are also happy to announce the promotion of Lindsay Reinert to Personal Lines Underwriter and Jade Hind to Underwriting Renewal Analyst. Please join me in welcome Tara and Kay to the HTM family and congratulating Lindsay and Jade in their promotion! When the pandemic clears up, we will make sure that the team will come out and visit you, our wonderful broker/agent partners!

**Water Protection Coverage – Rating and Guideline Changes**

**Effective June 1<sup>st</sup> 2021 on renewals and new business**, we will be making changes to our Water Protection coverage as a result of profitability pressures on the property line of business. A summary of these changes are as follows (all the changes can be found in our updated manual in detail):

1. The Water Protection Premium will be over and above any discounts and/or surcharges applied so discounts and/or surcharges will not apply to Water Protection
2. Changes in the restriction of Water Protection for renewals with past water claims
3. Premium rating tables have been changed to reflect increases in Low/Medium/High risk areas (based on Farm Mutual Re's revised geocoding tool) on renewal

### **Commercial Lines – COVID Discount on Selected Retail Occupancies**

In light of the financial hardship that some of our Commercial insureds had to endure during this pandemic, effective March 1, 2021 on renewals and new business we will be offering a one-time “Covid discount” of 15% to selected retail occupancies on classes in which HTM can underwrite. This one-time discount will be applied on renewal to these selected retail occupancies from March 1 2021 to February 28, 2022. Premiums will resume to its previous rating structure in the following renewal term.

### **Inspection Department Update**

Please note that with the current lockdown being lifted, we will be resuming our inspection program. We are currently using our new Virtual Inspections Tool to gather information and photos of the interior of the home, while allowing us to physically avoid entering the premises. In most cases however, we will be attending the location to assess the risk from the exterior and obtain photos and measurements of the home. Please help us by informing your clients of our loss prevention program and that an HTM representative will be reaching out to them. If you have any questions, please direct them to Bryce Clarke

We thank you for your continued business and support. If you have any questions, please do not hesitate to contact us.