

BROKER BULLETIN

TO: All Agents and Brokers

DATE: May 31st, 2021

FROM: Bryce Clarke
Vice President, Loss Prevention

RE: Inspection Update – Effective June 2nd 2021

Just a quick note to inform you and your staff that our inspectors will be going back on the road as of June 2nd 2021. We will be continuing with our contactless inspections where we left off pre-lockdown. Contactless inspections includes having the insureds utilize our virtual tool to gather the interior information and pictures, followed by an exterior assessment of the property by our inspectors. We will begin with property inspections, followed by farm and commercial.

We have been encountering some difficulty getting responses to the inspection requests, as well getting the insureds to complete their virtual portion. As a result, if we have the insureds email address on file, we will now be emailing a notice of the inspection request in addition to sending out our notice in the mail. The email sent to the insured will also be cc'd to the broker/producer in hopes that this will improve communication.

The inspection department would appreciate you providing us with an email list of the producers in your office, which of course will need to be updated from time to time. We would also like to request that the producers continue to get email addresses from the insured whenever possible.

If any of your staff are interested in seeing how our virtual tool works or have any questions please contact Bryce Clarke, at bclarke@htminsurace.ca or call our office at 905-372-0186.

Thank You