



AGENDA of REGULAR BOARD MEETING
MAY 20, 2025, at 4pm
IN PERSON – BOARDROOM

A. Call to Order:

B. Approval of Agenda:

C. Declaration of Conflict of Interest:

D. Consent Agenda: (Questions can be sent to Dean. Questions can also be brought forward and discussed at the board meeting.)

1. Minutes from Regular Board Meeting April 22nd, 2025. (1 Change to D5, Highlighted in yellow).
2. Claims Report April 2025
3. Underwriting Report April 2025
4. Growth/Cancellation reports April 2025
5. April Financial Report.
6. Governance Template.

E. Meeting Items for Action/Discussion:

1. Committee reports (as required)
 - Agent Meeting. May 7th, 2025, Agenda & Minutes attached – Candie Johnson
 - Investment, Finance & Risk.
 - Goodwill & Marketing.
 - Legislative Affairs: Lobby Day May 5th/6th 2025. Dean, Tom and Robin attended
 - Audit, Conduct Review. April 22nd, 2025, Agenda & Minutes attached
 - Executive, Governance & Nominating Committee. Attached Charter to be approved.
 - Other Meeting.

All Committee meetings need agenda and minutes

2. AUTO Postal codes added to our restricted list... Management.
3. Maple Mutual Potential Christmas Party
4. Maple Mutual Golf Tournament Update
5. Rotary BBQ, Thursday July 31st
6. Maple Mutual Garden proposal. Proposed expense \$2,000. Motion Paul Badder, Seconded Steve Vanek, all in favor, carried
7. Maple Mutual Org Chart



8. Difficult Circumstances Policy
9. Retention Rate Overview
10. CEO Report

F. Items for Information:

1. New Member and Cancellation reports

G. Director Emolument:

1. Chair to approve:
 - a. Audit, Conduct Review Committee
 - b. Board Meeting: – May 20th, 2025
 - c. Investment, Finance & Risk Committee.
 - d. Goodwill & Marketing Meeting
 - e. Legislative Affairs: Lobby Day May 5th & 6th
 - f. Executive, Governance & Nominating meeting

H. Identification of Future Agenda Items:

- a. Q2 Cognition + Update – July 2025
- b. Q2 Strategic Plan/Results Update – July 2025

I. Communication Items from the Meeting:

J. Anniversaries:

K. Adjournment:

Confidentially Reminder – Maple Mutual has a fiduciary responsibility to protect the privacy and personal information of its stakeholders. Proper care in managing confidentiality, privacy and personal information significantly reduces risk to Directors.

NOTE: Next meeting is Wednesday June 25th at 4pm in Boardroom.



AGENDA of REGULAR BOARD MEETING
APRIL 22, 2025, at 3pm
IN PERSON – BOARDROOM

- A. Call to Order: AT 2:55PM**
- B. Approval of Agenda: Motion Tom McGregor, Seconded Steve Vanek, carried**
- C. Declaration of Conflict of Interest: None**
- D. Consent Agenda: (Questions can be sent to Dean. Questions can also be brought forward and discussed at the board meeting.)**
 - 1. Minutes from Regular Board Meeting March 24th, 2025, Minutes from AGM March 24th, 2025, and Minutes from Inaugural meeting March 24th, 2025. **Motion Robin Dudley, seconded Judy Cibulka, Carried**
 - 2. Claims Report March 2025. **Reviewed by Jeremy Brewer, Quiet Month. Discussed top 10 claims and settlement possibilities on 2 large files (“Richards” and “Henry”) The Richard file has an expected legal expense of \$200k over the next 2 years, so could be a good choice to settle early. April 2nd/3rd was 15 claims for approx. \$500k. FarmRe has a site visit planned this year.**
 - 3. Underwriting Report March 2025. **Reviewed by Amy Dale. Busy month. Creating a step-by-step program for processing. Auto rate changes on April 1st seem ok. X:Drive is being cleaned up. Also working on a property binder.**
 - 4. Growth/Cancellation reports March 2025. **Reviewed by Candie Johnson. Strong numbers throughout the first quarter. Made the decision to terminate Colin Edmondstone. Working on plans to post, inform policyholders and replace Colin. Account Managers need continued training. Clarify how the Retention rate is calculated.**
 - 5. March Financial Report. **Reviewed by Ron Buchanan. Question was asked about showing financial reports month to month in addition to the current year to date report. Ron will change to month to month for a test period. TIV increase from FarmRe was 39%. Dean and Ron are awaiting FarmRe for a further conversation to investigate this.**
 - 6. Governance Template. **Reviewed by Dean Muharrem**
- E. Meeting Items for Action/Discussion:**
 - 1. Committee reports (as required)
 - Agent Meeting. April 10th Agenda & Minutes – Candie Johnson. **Reviewed by Candie Johnson**



- Investment, Finance & Risk. **No meeting, but the decision was made to maintain our portfolio and our equity position for now. Very little U.S. Exposure.**
 - Goodwill & Marketing. April 8th Agenda & Minutes attached. **Discussion on the Kinsmen request for Maple Mutual to support the plan to put lighting at the ball diamond. It is a rather big request of +\$200,000. Maple Mutual is awaiting more info from the group that presented to us. More quotes, what will funds be used for etc.**
 - Legislative Affairs: **Dean, Tom and Robin are booked to attend Lobby Day this year**
 - Audit, Conduct Review. April 22nd, 2025, meeting. Agenda & minutes to be attached to next board meeting
 - Executive, Governance & Nominating Committee. April 1st, 2025, Agenda & Minutes attached. April 17th, 2025. **Hard copies of 17th April, were handed out. Will also be attached to the minutes of this April 22nd meeting.**
 - Other Meeting.
All Committee meetings need agenda and minutes
2. 2025/2026 Board Dates and times. **Two adjustments to original dates. Dean Muharrem to set up meetings and send to all Directors and Management. New board meetings start at 4pm, with a goal to end as close to 6pm as possible. The plan is to have no committee meetings in January and August when there is no board meeting scheduled.**
 3. 2025/2026 Board Calendar. **Reviewed Ok**
 4. 2025/2026 Board Committees. **Reviewed, ok**
 5. Maple Mutual Events. Summer BBQ Hosted by Directors, Golf Tournament and Potential Christmas Party. **Discussed in detail. Put plans in place for Summer BBQ. Golf is already booked, Dean Muharrem will be sending out info/invites this week. Christmas Party was discussed, no one thought it was a bad idea to host a Christmas gathering. Plans to be worked on and brought back to the board.**
 6. OMIA Convention review of March event. **Feedback was positive.**
 7. FSRA – Own Use Assets update. **Received letter from FSRA approving our extension request to end of June 2026.**
 8. Q1 Results update. Reviewed. **Nice increase over Q1 2024. Auto continues to drive our growth.**



9. Q1 Strat Plan update. **Reviewed. Not much changed in Q1.**
10. Q1 Cognition+ update. **Provided update**
11. 2024 Market Conduct. **Reviewed one last time. There was one error, but this was a formatting error in the actual spreadsheet. Dean Muharrem to upload to CCIR.**
12. Binding Authority. **Discussed change proposed by Amy Dale.**
13. Other Mutual's Retention Levels. **reviewed**
14. Maple Mutual Org Chart. **Showed current version, which needs a change due to departure of Colin Edmondstone. Dean Muharrem to revise and send to all Directors. Will also make sure to send future updated org charts as changes occur.**
15. Maple Mutual NSF policy. **Maple Mutual will start charging a \$50 NSF Fee again. Motion Shawn Bustin, Seconded Tom McGregor, Carried. Management work on advising agents and brokers and an implementation date.**
16. Water rates conversation – Management team recommendation to increase rates 20% July 1st 2025, and 40% March 1st 2026. This will capture everyone for the next renewal cycle. Rate example! \$25,000 currently costs \$149. The total 40% increase would be \$59.60. \$100,000 currently costs \$454. The total 40% increase would be \$181.60. **Everyone agreed with the suggestion below. Candie to bring to agents and brokers, Amy to advise Applied rating service, so they have the correct rates.**
17. CEO Report. **Reviewed. Included a new graph that showed claims to written premium in all lines over last 5 years.**
Motion to approve E1 – E17 Judy Cibulka, Seconded Steve Vanek, Carried

F. Items for Information:

1. New Member and Cancellation reports
 2. Farm Mutual RePort
 3. FMGF Quarterly Update
 4. End of Year Maple EWT
- Motion to approve F1 – F4 Tom McGregor, Seconded Rich Daly, Carried.**

G. Director Emolument:

1. Chair to approve:
 - a. Audit, Conduct Review Committee April 22nd, 2025
 - b. Board Meeting: – April 22nd, 2025
 - c. Investment, Finance & Risk Committee.
 - d. Goodwill & Marketing Meeting April 8th, 2025.
 - e. Executive, Governance & Nominating meeting: April 1st, 2025
 - f. Executive, Governance & Nominating meeting: April 17th, 2025



- i. Other Meeting. OMIA Convention Wed **26th**, Thurs **27th** **Full days and Friday March 28th was a travel day.**
- ii. Manager's Meeting: April 2nd, 2025, Attended by Chair
- iii. Sales Meeting: April 7th, 2025, Attended by Chair
Approved by Chair

H. Identification of Future Agenda Items:

- a. Auto Post Code restrictions – July 2025
- b. Q2 Cognition + Update – July 2025
- c. Q2 Strategic Plan/Results Update – July 2025

I. Communication Items from the Meeting:

J. Anniversaries:

Shawn Bustin – 5-year anniversary in May. Congrats Shawn

Judy Cibulka – 5-year anniversary in May. Congrats Judy

K. Adjournment: **5:22pm**

Confidentially Reminder – Maple Mutual has a fiduciary responsibility to protect the privacy and personal information of its stakeholders. Proper care in managing confidentiality, privacy and personal information significantly reduces risk to Directors.

NOTE: Next meeting is Tuesday May 20th at 4pm in Boardroom.



**OPERATIONS REPORT NOTES
TO BOARD OF DIRECTORS**

DEPARTMENT:	Claims
MONTH:	April
DATE:	May 2, 2025
PREPARED BY:	Jeremy Brewer

NEW CLAIMS

AUTO	32(\$328K)			
Collision	12(\$108K)			
Comp	15(\$48K)	Glass(11)	Animal(2)	Vandalism(2)
DCPD:	5(\$172K)			
 COMMERCIAL	 2(\$16K)			
Water	1(\$11K)			
Theft	1(\$5K)			
 FARM	 8(\$73K)			
Water	3(\$17K)	WPE(3)		
Impact	1(\$10K)			
Wind	4(\$45K)			
 PROPERTY	 25(\$544K)			
Water	20(\$509K)	WPE(18)		
Wind	2(\$15K)			
BI&I	1(\$5K)			
Other	2(\$15K)			
 TOTALS:	 67(\$960K)			



OUTSTANDING CLAIMS

LINE OF BUS.	OPEN CLAIMS	OPEN RESERVES	PAID YTD	EXPENSE YTD
AUTO	114(-15)	\$3.93M(+\$90K)	\$740K	\$20K
LIABILITY	5(-2)	\$331K(-\$94K)	\$0K	\$1K
FARM	25(+6)	\$265K(+\$30K)	\$48K	\$3K
PROPERTY	42(+7)	\$1.17M(+\$162K)	\$492K	\$12K
COMMERCIAL	12(+2)	\$857K(-\$2K)	\$63K	\$8K
TOTALS	198(-4)	\$6.55M(+186K)	\$1.34M	\$44K

TOP 10

CLAIM	INSURED	DOL	RSRVE	INCUR.	UPDATES
740162.01	Banh Nguyen	Oct 2022	\$420K	\$1.88M	Contents outstanding
74080.20	Richards	Oct 2022	\$1.39M	\$1.64M	SETTLED!!!!
41020A05	Steve & Patricia Henry	Aug 2021	\$610K	\$972K	Attempting to Settle
741010.02	Laura Fondyga	Sep 2022	\$3K	\$877K	Completed – Subro Outstanding (May abandon)
739693.02	William VanWyk	Jul 2022	\$195K	\$800K	Switched contractor – Work progressing
56646P04	Patricia Mann-Bentley	Jan 2022	\$101K	\$595K	Litigation – Meeting with counsel for update
46034C02	Jandal Real Estate	Aug 2021	\$3K	\$522K	Class Action not yet certified
34362A04	Helena Fehr	Jun 2018	\$200K	\$494K	No update – File ongoing
63618A01	Daniele Micks	Sep 2019	\$103K	\$382K	SETTLED!!!!
51181.02	Angela Krogman	Jan 2025	\$528K	\$532K	FIRE – Total loss in Bothwell – Subro potential

CLAIMS UPDATES

Settlements

74080.20 – Richards Settlement Details

Paid to Date: \$271,663.01
 Settlement: \$925,000
 TOTAL: \$1,211,663.01

 Retention: (\$650,000)
 Farm Re: **\$546,663.01**

Reserve Update

Current: \$1,393,392.90
 Settlement: \$925,000
 Outstanding: \$15,000
 TAKEDOWN: **\$453,392.90**



63618A01 – Micks ats DaCosta

Attended mediation on May 1 to settle this claim, offers from the office of Monforton prior to mediation were \$125,000 - \$100,000 - \$75,000 - \$65,000. All of the counter offers were \$30,000 from us.

We held firm on the \$30,000 at mediation and received offers of \$60,000 - \$50,000 - \$40,000 and again we remained at \$30,000. Settlement was for \$31,695 as we saved \$1,695 on mediation costs and I included that in the offer and we settled on that number.

This was great for us for 2 reasons, 1. This is a great settlement number on a file that could have cost close to \$100,000. 2. I wanted to send a message to Monforton's office that we are not going to just pay claims that come our way to settlement them and we will take a hard line.

Reserving was \$100,000 at the time of settlement and we have taken down close to \$70,000 on this file.



**OPERATIONS REPORT NOTES
TO BOARD OF DIRECTORS**

DEPARTMENT:	Underwriting
MONTH:	April
DATE:	May 12, 2025
PREPARED BY:	Amy Dale

I have been working closely with Candie to help her get policies and procedures set up for the agents and brokers. We finished the applications process and advised all sales people that any apps that are incomplete will be returned and asked to be resubmitted once they are complete. The next part we are going to work on is policy change submission form however, there are many different types of changes so this is proving to be a bit difficult. The Underwriting dept has been only reaching out to sales staff 3 times and, if there is no reply so we are unable to process the change, I am emailing the broker/agent and advising the email is being deleted and a new change request (with all the information) must be submitted.

The Water Rate increase went in effective July 1 and the renewals have been going out with no programming issues and, I have not heard any complaints from any of the sales people.

I have spent some time working on the FSA restriction recommendations for auto. There seems to be very few policies in the FSAs that we would like to restrict and most are new business or in their second term. I have included the research I have done on the number of policies we have in the postal codes I would like to restrict. I will go over it in more detail at the meeting but there is a lot of information that I feel is relevant in making this decision. As discussed before, we would like to stop writing for the Oakville and Markham office, so I have also included the in force policies for those 2 offices.



OPERATIONS REPORT NOTES TO BOARD OF DIRECTORS

DEPARTMENT:	SALES DEPARTMENT
MONTH:	April 2025
DATE:	May 9, 2025
PREPARED BY:	Candie Johnson

NEW BUSINESS

We ended up with 115 applications for \$286,109.

Matt led the way with 10 applications for \$23,18. He was followed by Marianne with 10 applications for \$20,289. As for the Account Managers, Eric led with 11 policies totaling \$20,234

CANCELLATION

We ended up with 60 policies cancelled for \$124,994.

Most common reason for cancellation was due to price.

RETENTION

We are at 93.20%.

AG STATS

We are now 10, 213 policies for \$21,646,885.

NEW BUSINESS APRIL 2025

		Data	
agentname	policykey2	Count of policykey2	Sum of netpremium
RJ MORRIS	A	3	16161
	F	2	23139
RJ MORRIS Total		5	39300
HUB	A	11	34335
	P	4	4894
HUB Total		15	39229
PIB	A	5	18099
	C	1	2344
	P	3	5566
PIB Total		9	26009
MATT	A	3	8830
	C	1	6700
	F	1	2409
	P	4	5759
	U	1	115
MATT Total		10	23813
ROZON	A	1	2144
	F	1	4269
	P	7	14463
ROZON Total		9	20876
ERIC	A	3	4978
	P	8	15346
ERIC Total		11	20324
MARIANNE	A	4	11624
	C	1	2443
	P	5	6222
MARIANNE Total		10	20289
INSURELINE	A	2	8280
	P	3	4516
INSURELINE Total		5	12796
SHELBY	A	3	7918
	C	1	363
	P	3	4046
SHELBY Total		7	12327
COLIN	A	2	5663
	C	1	3650
	P	2	2937
COLIN Total		5	12250
LISA	A	2	6712
	P	2	3853
LISA Total		4	10565
BLUE	A	2	5090
	P	3	4665
BLUE Total		5	9755
ELI	A	2	5721
	P	2	3765
ELI Total		4	9486
LJ WALTERS	A	1	5753
	P	1	1888
LJ WALTERS Total		2	7641
BRIAN	A	1	1419
	P	3	5199
	W	1	344
BRIAN Total		5	6962
MELINA	A	1	1464
	P	2	4240
MELINA Total		3	5704
PIB CRV	P	2	3085
PIB CRV Total		2	3085
GREGG	A	1	1281
	P	1	1324
GREGG Total		2	2605
SPADAFORA	P	1	1925
SPADAFORA Total		1	1925
ACCOUNT	P	1	1168
ACCOUNT Total		1	1168
Grand Total		115	286109

NEW BUSINESS YTD 2025

		Data	
agentname	policykey2	Count of policykey2	Sum of netpremium
HUB	A	49	163371
	P	18	29839
HUB Total		67	193210
PIB	A	34	123427
	C	2	2664
	F	1	1473
	P	29	53305
PIB Total		66	180869
MARIANNE	A	15	43025
	C	4	6353
	F	2	3306
	P	14	23179
MARIANNE Total		35	75863
BLUE	A	18	47644
	P	17	24515
BLUE Total		35	72159
INSURELINE	A	10	32382
	C	1	3337
	P	14	27313
INSURELINE Total		25	63032
SHELBY	A	17	42106
	C	2	2939
	F	3	5143
	P	6	7018
SHELBY Total		28	57206
ERIC	A	11	24684
	P	16	29432
ERIC Total		27	54116
RJ MORRIS	A	6	25537
	F	3	25130
	P	1	2367
RJ MORRIS Total		10	53034
BRIAN	A	10	24629
	F	6	14198
	P	6	12336
	W	2	1153
BRIAN Total		24	52316
MATT	A	7	19425
	C	2	8472
	F	2	4377
	P	7	10605
	U	1	115
MATT Total		19	42994
ROZON	A	5	12921
	F	2	6398
	P	10	20696
ROZON Total		17	40015
LISA	A	12	29203
	P	5	8613
	W	1	1096
LISA Total		18	38912
MELINA	A	11	24290
	C	2	2812
	P	5	10485
MELINA Total		18	37587
GREGG	A	5	14081
	C	2	17617
	F	1	557
	P	3	3144
GREGG Total		11	35399
ELI	A	10	22730
	P	8	11174
ELI Total		18	33904
SPADAFORA	A	7	19866
	P	7	12210
SPADAFORA Total		14	32076
LJ WALTERS	A	7	19705
	C	1	3541
	P	3	5283
LJ WALTERS Total		11	28529
COLIN	A	6	18543
	C	2	4844
	P	3	4494
COLIN Total		11	27881
PIB CRV	A	3	7265
	P	4	8328
PIB CRV Total		7	15593
BOB	A	4	10121
	C	1	4068
BOB Total		5	14189
PPIB	A	1	5891
	P	3	5820
PPIB Total		4	11711
PIB STC	P	1	1532
PIB STC Total		1	1532
ACCOUNT	P	1	1168
ACCOUNT Total		1	1168
Grand Total		472	1163295

YTD NEW BUSINESS 2024

		Data	
agentname	policykey2	Count of policykey2	Sum of netpremium
HUB	A	32	79933
	C	2	4274
	F	1	5169
	P	20	30978
HUB Total		55	120354
INSURELINE	A	17	29714
	C	3	9128
	F	4	6515
	P	37	68796
INSURELINE Total		61	114153
PIB	A	14	43602
	C	3	7967
	P	13	28036
PIB Total		30	79605
RJ MORRIS	A	6	20343
	F	4	35218
	P	3	3725
RJ MORRIS Total		13	59286
SPADAFORA	A	13	42237
	P	8	11467
SPADAFORA Total		21	53704
ROZON	A	3	5814
	F	8	27343
	P	9	20181
ROZON Total		20	53338
MARIANNE	A	12	30605
	C	4	6725
	P	10	15675
MARIANNE Total		26	53005
GREGG	A	14	34517
	F	1	4460
	P	6	9671
GREGG Total		21	48648
MELINA	A	16	33250
	C	3	4728
	F	1	3224
	P	4	4907
	W	1	428
MELINA Total		25	46537
MATT	A	10	18197
	C	2	4790
	F	3	7642
	P	12	11696
MATT Total		27	42325
BRIAN	A	7	21092
	C	2	9596
	P	5	9020
BRIAN Total		14	39708
SHELBY	A	9	18171
	C	1	594
	F	1	4404
	P	6	7039
SHELBY Total		17	30208
PPIB	A	8	16370
	P	8	9914
PPIB Total		16	26284
LJ WALTERS	A	5	14118
	P	2	3692
LJ WALTERS Total		7	17810
BOB	A	4	8333
	C	1	1394
	F	1	1501
	P	4	2600
BOB Total		10	13828
NANCY	A	1	2875
	P	2	2823
NANCY Total		3	5698
JOHN	A	1	2075
	P	2	1595
JOHN Total		3	3670
Grand Total		369	808161

NEW BUS	APRIL 2025		2025 YTD		2024 PRIOR YEAR		PRIOR YEAR +/-	
BROKERS	APPS	PREMIUM	APPS	PREMIUM	APPS	PREMIUM	APPS	PREMIUM
A	25	\$89,862	140	\$458,009	98	\$252,131	42	\$205,878
P	24	\$41,002	107	\$191,208	100	\$176,789	7	\$14,419
C	1	\$2,344	4	\$9,542	8	\$21,369	-4	-\$11,827
F	3	\$27,408	6	\$33,001	17	\$74,245	-11	-\$41,244
U	0	\$0	0	\$0	0	\$0	0	\$0
W	0	\$0	0	\$0	0	\$0	0	\$0
TOTAL	53	\$160,616	257	\$691,760	223	\$524,534	34	\$167,226

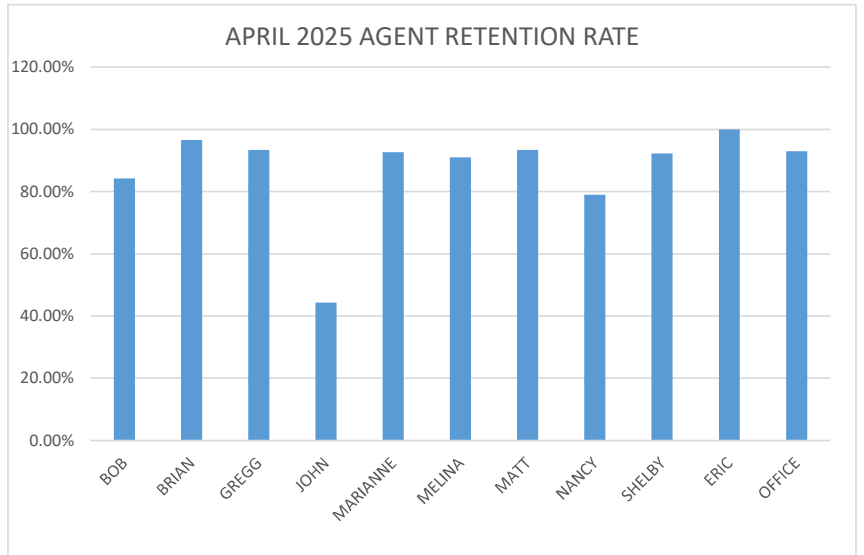
AGENTS	APPS	PREM	APPS	PREM	APPS	PREM	APPS	PREM
A	22	\$55,610	108	\$272,837	74	\$169,115	34	\$103,722
P	33	\$53,859	74	\$121,648	51	\$65,026	23	\$56,622
C	4	\$13,156	15	\$47,105	13	\$27,827	2	\$19,278
F	1	\$2,409	14	\$27,581	7	\$21,231	7	\$6,350
U	1	\$115	1	\$115	0	\$0	1	\$115
W	1	\$344	3	\$2,249	1	\$428	2	\$1,821
TOTAL	62	\$125,493	215	\$471,535	146	\$283,627	69	\$187,908

OFFICE TOTAL	115	\$286,109	472	\$1,163,295	369	\$808,161	103	\$355,134
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CANCELLATIONS APRIL 2025

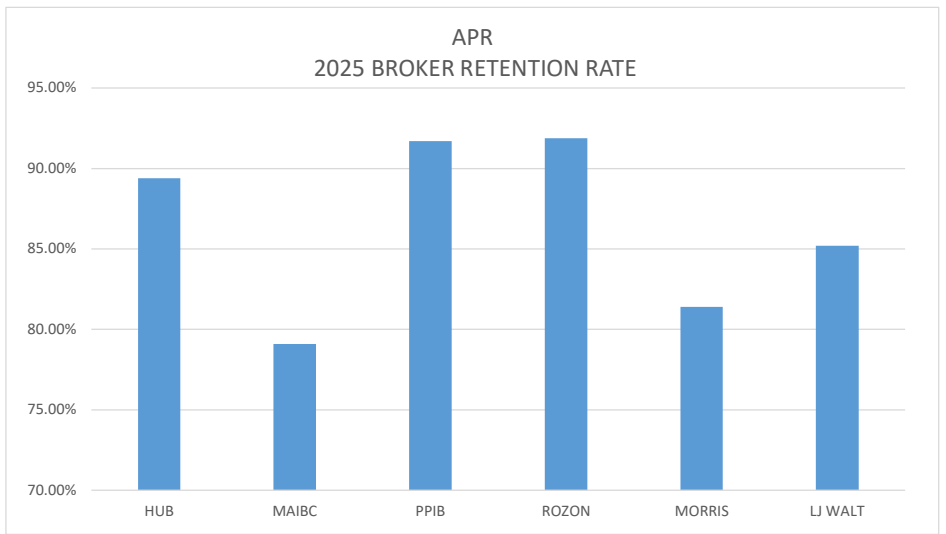
		Data	
agentnumber	polycyclass	Count of polycyclass	Sum of annualpremium
MATT	A	4	12713
	C	1	3038
	F	1	537
	P	6	10944
MATT Total		12	27232
HUB	A	3	11559
	P	3	3177
HUB Total		6	14736
INSURELINE	F	1	9091
	P	2	5213
INSURELINE Total		3	14304
COLIN	A	1	4257
	F	2	6765
	P	2	2041
COLIN Total		5	13063
PIB	A	1	3912
	P	2	3635
PIB Total		3	7547
RJ MORRIS	A	2	6723
	P	1	554
RJ MORRIS Total		3	7277
MARIANNE	A	3	3451
	P	3	3509
MARIANNE Total		6	6960
BRIAN	A	1	1841
	F	1	2058
	P	1	1605
BRIAN Total		3	5504
GREGG	A	1	2071
	P	2	2868
GREGG Total		3	4939
ACCOUNT MAN	A	1	2855
	P	3	1960
ACCOUNT MAN Total		4	4815
MELINA	A	1	2056
	C	2	579
	P	2	1998
MELINA Total		5	4633
BOB	A	1	1964
	P	1	1909
BOB Total		2	3873
ELI	A	1	2915
ELI Total		1	2915
SHELBY	P	1	403
SHELBY Total		1	403
Grand Total		57	118201

AGENT	RETENTION %	April 30, 2024
BOB	84.30%	76.80%
BRIAN	96.60%	96.50%
GREGG	93.40%	93.70%
JOHN	44.30%	58.40%
MARIANNE	92.70%	92.60%
MELINA	91.00%	90.10%
MATT	93.40%	93.80%
NANCY	79.00%	79.00%
SHELBY	92.30%	94.10%
ERIC	100.00%	100.00%
OFFICE	93.00%	93.20%



BROKER RETENTION % APR 30 2024

HUB	89.40%	89.90%
MAIBC	79.10%	91.00%
PPIB	91.70%	90.60%
ROZON	91.90%	88.90%
MORRIS	81.40%	76.50%
LJ WALT	85.20%	95.00%
SPADAFO	71.10%	70.00%
PIB	87.20%	100.00%
OFFICE	93.00%	93.20%



	2025 Actual	2025 Budget		2024 Actual	
Insurance Revenue	\$ 7,033,834	\$ 8,006,766	-12.15%	\$ 5,818,582	20.89%
Insurance Service Expense	\$ 4,535,987	\$ 4,894,755	-7.33%	\$ 3,321,647	36.56%
Insurance Service Result Before Reinsurance Contracts Held	\$ 2,497,847	\$ 3,112,011	-19.74%	\$ 2,496,935	0.04%
Reinsurance Premiums Ceded	\$ (1,042,642)	\$ (578,306)	80.29%	\$ (746,532)	39.66%
Recoverable from Reinsurers for Incurred Claims	\$ 52,161	\$ (509,983)	-110.23%	\$ 222,777	-76.59%
Net Recovery/Expense From Reinsurance Contracts Held	\$ (990,481)	\$ (1,088,289)	-8.99%	\$ (523,754)	89.11%
Insurance Service Result	\$ 1,507,367	\$ 2,023,722	-25.52%	\$ 1,973,180	-23.61%
Total Investment Income (Loss)	\$ 369,814	\$ 239,407	54.47%	\$ 163,883	125.66%
Finance Income (Expense) from insurance contracts issued	\$ (49,925)	\$ -	0.00%	\$ (60,951)	-18.09%
Finance Income (Expense) from reinsurance contracts issued	\$ 17,575	\$ -	0.00%	\$ 31,973	-45.03%
Net Insurance Financial Result	\$ (32,350)	\$ -	0.00%	\$ (28,978)	11.64%
Other Income (Loss)	\$ 67,888	\$ 9,220	0.00%	\$ 15,126	348.81%
General & Operating Expense	\$ (1,211,925)	\$ (502,470)	141.19%	\$ (962,264)	25.95%
Other Income & Expenses	\$ (1,144,037)	\$ (493,250)	131.94%	\$ (947,137)	20.79%
Income (Loss) Before Tax	\$ 700,794	\$ 1,769,879	-60.40%	\$ 1,160,948	39.64%
Income Tax	\$ (186,000)	\$ (460,169)	-59.58%	\$ (351,000)	0.00%
Total Comprehensive Income (Loss) for the Period	\$ 514,794	\$ 1,309,711	-60.69%	\$ 809,948	-36.44%

Net Insurance Service Ratio (NISR) 64.49% 61.13% 57.09%

Measures the underwriting profitability of insurance service operations. Proportion of insurance revenue used for claims & acquisition expenses. Typical range 76% - 95%

Insurance Service Expense Ratio (ISER) 17.23% 6.28% 16.54%

Measures the efficiency of an insurer's operations. Proportion of insurance revenue used up in overhead costs. Typical range 1% to 7%

Net Combined Insurance Service Ratio (NCISR) 81.72% 67.41% 73.62%

Measures the profitability of an insurer's insurance operations. (NCISR = NISR + ISER) Typical range 81% to 100%

Reinsurance Impact Ratio (RIR) -14.82% -7.22% -12.83%

Measures impact of reinsurance treaties on profitability. (Net cost of reinsurance as a proportion of insurance revenue, usually negative.) Typical range -15% to 0%

Reinsurance Service Ratio (RSR) -5.00% 88.19% -29.84%

Measures the benefit of reinsurance. Proportion of premiums ceded used to pay reinsurance claims. Usually negative. Typical Range -86% to -16%

Investment Yield (IY) 4.43% 7.02% 6.85%

Measures the return made on securities. (Investment Income/Loss divided by Investments) FMGF members average 8.9%

Net Risk Ratio (NRR) 73.85% 73.45% 65.80%

(Insurance Revenue + Liabilities / Policyholder's Surplus.) FMGF members average 78.3%

Return on Equity (ROE) 1.71% 4.58% 2.83%

Measures profitability in relation to its equity. (Net Income / Policyholder's Equity) FMGF members average 9.9%

Minimum Capital Test (MCT) as of March 31 505.80% 537.72%

Measure of capital adequacy. Calculated with P&C 1. FSRA's minimum MCT is 150%. FMGF members average 456.5%

Maple's Internal Target MCT 350.00% 350.00%

IFRS 4 Claims Ratio 58.06% 56.80% 47.21%

Measure of claim's costs. (claim's cost incurred divided by net earned premium) Typical under 60% to be profitable.

IFRS 4 Expense Ratio 37.57% 23.55% 33.56%

Measure of sales and general expense to premium. (commission and general expenses divided by net earned premium) Typical under 40% to be profitable.

IFRS 4 Combined Ratio 95.62% 80.35% 80.77%

Measure of underwriting profitability. (claim's costs + commissions + general expenses divided by net earned premium) Typical under 100% to be profitable.

COMPREHENSIVE INCOME MONTH TO MONTH

	January	February	March	First Qtr.	April	May	June	Second Qtr.	YTD
Insurance Revenue	\$ 1,694,685	\$ 1,731,568	\$ 1,835,099	\$ 5,261,352	\$ 1,772,482			\$ 1,772,482	\$ 7,033,834
Insurance Service Expense	\$ 1,067,856	\$ 1,230,016	\$ 665,399	\$ 2,963,271	\$ 1,572,715			\$ 1,572,715	\$ 4,535,987
Insurance Service Result Before Reinsurance	\$ 626,829	\$ 501,552	\$ 1,169,699	\$ 2,298,080	\$ 199,767	\$ -	\$ -	\$ 199,767	\$ 2,497,847
Reinsurance Premiums Ceded	\$ (264,530)	\$ (215,478)	\$ (296,553)	\$ (776,561)	\$ (266,080)			\$ (266,080)	\$ (1,042,642)
Recoverable from Reinsurers for Incurred Claims	\$ -	\$ 93,475	\$ (44,176)	\$ 49,299	\$ 2,862			\$ 2,862	\$ 52,161
Net Reinsurance	\$ (264,530)	\$ (122,003)	\$ (340,729)	\$ (727,262)	\$ (263,219)	\$ -	\$ -	\$ (263,219)	\$ (990,481)
Insurance Service Result	\$ 362,299	\$ 379,549	\$ 828,971	\$ 1,570,819	\$ (63,452)	\$ -	\$ -	\$ (63,452)	\$ 1,507,367
Total Investment Income (Loss)	\$ 581,986	\$ 103,793	\$ (287,153)	\$ 398,626	\$ (28,812)			\$ (28,812)	\$ 369,814
Finance Expense from insurance contracts	\$ -	\$ -	\$ -	\$ -	\$ (49,925)			\$ (49,925)	\$ (49,925)
Finance Income from reinsurance contracts	\$ -	\$ -	\$ -	\$ -	\$ 17,575			\$ 17,575	\$ 17,575
Net Insurance Financial Result	\$ -	\$ -	\$ -	\$ -	\$ (32,350)	\$ -	\$ -	\$ (32,350)	\$ (32,350)
Other Income (Loss)	\$ 1,737	\$ 33,688	\$ 1,737	\$ 37,162	\$ 30,726			\$ 30,726	\$ 67,888
General & Operating Expense	\$ (254,733)	\$ (290,334)	\$ (326,417)	\$ (871,484)	\$ (340,442)			\$ (340,442)	\$ (1,211,925)
Other Income & Expenses	\$ (252,996)	\$ (256,646)	\$ (324,680)	\$ (834,322)	\$ (309,715)	\$ -	\$ -	\$ (309,715)	\$ (1,144,037)
Income (Loss) Before Tax	\$ 691,289	\$ 226,696	\$ 217,138	\$ 1,135,123	\$ (434,329)	\$ -	\$ -	\$ (434,329)	\$ 700,794
Income Tax	\$ (180,000)	\$ (63,000)	\$ (58,000)	\$ (301,000)	\$ 115,000			\$ 115,000	\$ (186,000)
Total Comprehensive Income (Loss)	\$ 511,289	\$ 163,696	\$ 159,138	\$ 834,123	\$ (319,329)	\$ -	\$ -	\$ (319,329)	\$ 514,794

CHANGES IN FINANCIAL POSITON MONTH TO MONTH

	Dec 2024	January	February	March	First Qtr.	April	May	June	Second Qtr.	YTD
Cash & Cash Equivalents	2,526,297	86,556	659,309	(105,038)	640,827	(706,143)			(706,143)	(65,316)
Investments	32,659,216	566,866	94,019	(463,968)	196,917	1,175,519			1,175,519	1,372,436
Income Tax Recoverable	472,923	(17,864)	(59,479)	86,509	9,166	163,260			163,260	172,426
Reinsurance Contract Assets	2,666,105	116,158	(122,003)	591,317	585,472	(245,644)			(245,644)	339,828
Other Assets	137,171	(7,693)	(75,133)	(153)	(82,979)	13,737			13,737	(69,242)
Property & Equipment	5,027,998	(16,735)	(16,735)	(16,735)	(50,205)	(16,735)			(16,735)	(66,940)
Total Assets	43,489,710	727,288	479,978	91,932	1,299,198	383,994	-	-	383,994	1,683,192
Accounts Payables & Accrued Liabilities	153,777	(172,576)	(3,087)	7,459	(168,204)	15,975			15,975	(152,229)
Insurance Contract Liabilities	13,211,058	169,323	319,369	(74,665)	414,027	687,348			687,348	1,101,375
Deferred Tax Liabilities	610,571	219,253	-	-	219,253	-			-	219,253
Total Liabilities	13,975,406	216,000	316,282	(67,206)	465,076	703,323	-	-	703,323	1,168,399
Total Policyholders' Surplus	29,514,304	511,288	163,696	159,138	834,122	(319,329)	-	-	(319,329)	514,793
Total Liabilities & Policyholders' Surplus	43,489,710	727,288	479,978	91,932	1,299,198	383,994	-	-	383,994	1,683,192

	2025 Actual	2024 Actual	
Cash & Cash Equivalents	\$ 2,460,981	\$ 2,885,499	-14.71%
Investments	\$ 34,031,652	\$ 28,822,931	18.07%
Income Tax Recoverable	\$ 645,349	\$ (123,720)	-621.62%
Reinsurance Contract Assets	\$ 3,005,933	\$ 4,684,857	-35.84%
Other Assets	\$ 67,929	\$ 73,399	-7.45%
Property & Equipment	\$ 4,961,058	\$ 5,271,193	-5.88%
Total Assets	\$ 45,172,903	\$ 41,614,158	8.55%
Accounts Payables & Accrued Liabilities	\$ 1,548	\$ 10,095	-84.66%
Insurance Contract Liabilities	\$ 14,312,433	\$ 12,717,853	12.54%
Deferred Tax Liabilities	\$ 829,824	\$ 278,574	197.88%
Total Liabilities	\$ 15,143,806	\$ 13,006,521	16.43%
Total Policyholders' Surplus	\$ 30,029,097	\$ 28,607,637	4.97%
Total Liabilities & Policyholders' Surplus	\$ 45,172,903	\$ 41,614,158	8.55%
% of equities to assets (<25%)	22.43%	compliant	
% of real estate of own use to assets (<10%)	10.62%	not compliant	

Cash & Cash Equivalents

Cash on Hand	\$	400	
RBC DS iShares Cash	\$	1,379	
RBC RB Vanguard Cash	\$	1,322	
BMO Operating Account	\$	2,457,880	interest prime - 1.7%
Total	\$	2,460,981	ties to Cash on Financial Position

\$ -

Investments

	BV	MV	
Highstreet Dividend Income Fund	\$ 4,029,001	\$ 4,323,112	
Manitou Canadian Equity Fund	\$ 4,536,741	\$ 5,242,446	
RBC DS iShares	\$ 251,863	\$ 277,803	
RBC DS Vanguard	\$ 263,132	\$ 290,850	
Total Equities	\$ 9,080,737	\$ 10,134,212	
Addenda Bonds Corporate Core	\$ 3,051,692	\$ 3,054,652	
Lincluden 9 Private Client Bond Pool	\$ 9,688,943	\$ 9,787,761	
Lincluden 3 Bond Pool	\$ 5,701,200	\$ 5,748,862	
Total Bonds	\$ 18,441,834	\$ 18,591,275	
Addenda Commercial Mortgage Fund	\$ 4,452,144	\$ 4,493,151	
Cognition+	\$ 1	\$ 1	
Farm Mutual Guarantee Fund	\$ 29,306	\$ 29,306	
519 St. George Street Mortgage	\$ 256,233	\$ 256,233	matures March 17, 2028, interest 6.3%
Total Other	\$ 4,737,684	\$ 4,778,691	
BMO GIC maturing May 2, 2025	\$ 500,000	\$ 527,475	interest 5.51%
Total Term Deposits	\$ 500,000	\$ 527,475	
Total Investments	\$ 32,760,255	\$ 34,031,652	ties to Investments on Financial Position

\$ -

Investment Income/Loss

Debenture Interest	\$	155,906.81	
Dividend Income	\$	151,805.15	
Bank Interest	\$	55,589.74	
Interest Government Agency	\$	-	
Interest Other	\$	6,418.87	
Accrued Interest	\$	(9,526.58)	
Fire Mutual Guarantee Fund Interest	\$	-	
Total Interest	\$	360,193.99	
Investment Expenses	\$	(51,593.09)	
Realized Gains/Losses	\$	23,804.59	
Gain/Loss on US Exchange	\$	(5,293.24)	
Unrealized Gains/Losses	\$	42,701.97	
Total Gains/Losses	\$	61,213.32	
Total Investment Income/Loss	\$	369,814.22	ties to Total Investment Income on Comprehensive Income

\$ -

Policy Statement to Management

- 8.19% cash/short term investments - minimum 2% with a minimum of \$1,000,000 to a max of 20% and a target of 1
- 22.43% equities 25% of total assets
- 13.96% hold up to 10% real estate **Manitou & 399 St. George Street**
- 1.55% allocation to one money manager - 50% **BMO**
- 28.76% allocation to one core bond mandate - 40% **Lincluden**
- 15.40% allocation to one core equity mandate - 20% **Manitou**
- 0.00% allocation to one speciality mandate - 20%
- 45.65% allocation to one portfolio management team - 40% **Lincluden**
- 0.00% allocation to a boutique manager - 20%
- 0.00% allocation to a single portfolio Manager - 15%

**OPERATIONS REPORT NOTES
TO BOARD OF DIRECTORS**

DEPARTMENT:	Finance
MONTH:	April
DATE:	May 13, 2025
PREPARED BY:	Ron Buchanan

April 2025 Financial Review

There are two new reports in the financials this month: Comprehensive Income Month to Month and Changes in Financial Position month-to-month. Comprehensive Income Month to Month, breaks down comprehensive income by month, quarterly and year-to-date. Financial Position month to month beginning with our financial position as of December 31, 2024 and tracks the monthly, quarterly and year-to-date changes.

Statement of Comprehensive Income

Insurance Revenue

- Up 20.89% to last year, continuing to be strong.
- Direct written premiums were up 14.49% to last year.

Insurance Service Expense

- Gross incurred claims are up 27.87% to last year, having a negative impact on profitability. Commercial loss ratio 179.37%, auto loss ratio 46.67%, property loss ratio 38.41%, and liability loss ratio 32.16%.

Reinsurance Premiums Ceded

- Ceded premium up 39.66% to last year.
- Recoverable from reinsurance is down 76.59%.

Insurance Service Result

- Insurance revenue was not up greater than insurance service expense, resulting in a negligible impact before reinsurance of 0.04% to last year.
- Reinsurance net was up as well by 89.11%. Meaning we paid out more in reinsurance than in 2024 and recovery was down, resulting in a negative impact on our net income.
- This combination resulted in our Insurance Service Result decreasing by 23.61% to 2024.

Investment Income (Loss)



- Investment income was up by 125.66% to last year. Year-to-date realized gains are down by \$274,744, while unrealized gains are up by \$451,812. Miscellaneous income is up by \$59,441.47, due to 2 Community Improvement Plan Grants from the municipality of Chatham-Kent.

Finance Income (Expense) from insurance contracts issued

- E&Y actuary calculation

Finance Income (Expense) from reinsurance contracts issued

- E&Y actuary calculation

Other Income & Expenses

	2025 Actual	2025 Budget	Act to Bud	2024 Actual	Act to Act
Advertising	\$ 52,450	\$ 50,253	4.37%	\$ 54,265	-3.35%
Bad Debt	\$ (465)	\$ (18)	-	\$ 152	-406.57%
Bureaus & Associations	\$ 80,122	\$ 84,573	-5.26%	\$ 81,116	-1.23%
Directors' Fees	\$ 10,805	\$ 20,014	-46.01%	\$ 19,820	-45.48%
Employee Benefits & Source Deductions	\$ 83,902	\$ 97,061	-13.56%	\$ 94,168	-10.90%
Employee Salaries	\$ 372,292	\$ 377,016	-1.25%	\$ 334,286	11.37%
Financial Institution Fees	\$ 23,074	\$ 20,839	10.73%	\$ 19,300	19.56%
Furniture & Equipment	\$ 26,333	\$ 24,503	7.46%	\$ 25,694	2.49%
Goodwill	\$ 16,055	\$ 17,627	-8.92%	\$ 15,550	3.25%
Information Technology	\$ 421,400	\$ 349,154	20.69%	\$ 291,528	44.55%
Insurance	\$ (443)	\$ 827	-	\$ 991	-144.70%
Miscellaneous	\$ (3,182)	\$ 7,262	-	\$ 37,208	-108.55%
Occupancy	\$ 128,450	\$ 105,808	21.40%	\$ 107,612	19.36%
Office Supplies	\$ 22,419	\$ 17,349	29.23%	\$ 17,812	25.87%
Prevention Expenses	\$ 9,502	\$ 17,870	-46.82%	\$ 17,925	-46.99%
Professional Fees	\$ 39,582	\$ 21,274	86.05%	\$ 28,669	38.06%
Telephone	\$ 2,007	\$ 2,397	-16.27%	\$ 2,750	-27.02%
Travel, Meals & Education	\$ 28,684	\$ 27,006	6.21%	\$ 27,637	3.79%
Operating Expenses	\$ 1,312,987	\$ 1,240,814	5.82%	\$ 1,176,483	11.60%
Reallocation of Net Internal Adjustment Expense	\$ (291,099)	\$ (356,610)	-	\$ (241,793)	20.39%
Reallocation of Net Internal Service Expense	\$ (752,471)	\$ (381,734)	-	\$ (761,405)	-1.17%
Total Operating Expenses	\$ 269,416	\$ 502,470	-46.38%	\$ 173,285	55.48%

- Bad Debt – collected some bad debt, putting us in a positive position.
- Director's fees – budgeted to be down and timing issue. Larry retired last March, so 2024 includes his retirement payout.

Ratios

- Claims ratio is up from 47.21% in 2024 to 58.06% in 2025.
- The expense ratio is up from 33.56% to 37.57% in 2025.
- Resulting in our combined ratio increasing in 2025 to 95.62% from 80.77% in 2024.
- Employee benefits are down to last year, due to an employee health tax refund from 2024.
- Employee salaries are as expected.
- Financial Institution fees are up, more being processed through credit card and volume through our operating account, is up as we grow.



- Information Technology is up due to timing, as Applied implementation fee was paid in January.
- Occupancy costs are up due to property tax increase and maintenance issues around the office.
- Office supplies are up, more mail going out due to increase in volume.
- Professional Fees are up due to accounting fees, which were higher than budgeted for the 2024 audit in the 2024 budget. Budgeted \$57,000.00 but MNP came in at \$72,955.36.

Notes

- Still not in compliance with % of real estate of own use assets, currently at 10.62%. In line with our filed plan with FSRA
- Equities at 22.43% of total assets.



SALES MEETING AGENDA

Location: Board Room

Date: May 7, 2025

Time: 9:15AM – 10:30am

Facilitator: Candie Johnson

Attendees: Bob Fitzgerald, Brian Ennett, Marianne Hope, Melina Mellow, Matt Armstrong, Gregg Tuckwell, Shelby Ennett, Amy Dale, Jeremy Brewer, Candie Johnson, Eric Montgomery, Eli Duquette, Lisa Camillo

Absentees: Jeremy Brewer, Melina Mellow

New Business Items:

- 1) Previous Minutes: April 10th
- 2) Sales Update:
- 3) Underwriting update – Amy
- 4) Claims Update: Jeremy was absent
- 5) New items:
- 6) Miscellaneous Items Brought Up in Meeting:
- 7) Next meeting.

Adjournment:



SALES MEETING MINUTES

Location: Board Room

Date: May 7, 2025

Time: 9:15AM – 10:30am

Facilitator: Candie Johnson

Attendees: Bob Fitzgerald, Brian Ennett, Marianne Hope, Melina Mellow, Matt Armstrong, Gregg Tuckwell, Shelby Ennett, Amy Dale, Jeremy Brewer, Candie Johnson, Eric Montgomery, Eli Duquette, Lisa Camillo

Absentees: Jeremy Brewer, Melina Mellow

New Business Items:

- 1) Previous Minutes : April 10th
 - meetings now starting 9:15 as per agents request
 - approval of proceeding with community garden \$2000 budget
 - confirmed no plans on getting rid of front printer
- 2) Sales Update:
- 3) Underwriting update – Amy
 - If you have something that required approval please include proof that approval was obtained when submitting the request ie: 1890 dwelling
Homes built before 1940 still need approval even if everything has been updated.
Does state this in the manual
Amy is working on updating the property manual, it's a huge process but in the works

- New water rates were emailed out that are in effect July 1, 2025
20% increase is not a huge increase and still not close the increase other mutuals have implanted. Agents asked if water rater updated and Amy advised was supposed to be updated already by Aaron
- Effective May 12th incomplete apps will be returned. An email was sent out May 5th outlining each section that needs to be filled in.
All highlighted sections need to be filled in even if you just put “n/a”
If a required section is not filled in then it will be assumed it was not asked
All sections need to be filled in so we protect ourselves in the event of a claim
- Concerns raised that the implementation of incomplete apps being returned will result in “nit-picking”. Confirmed that the intent of this implementation was to ensure we are asking all of the correct questions and capturing necessary information required to properly underwrite a policy. Also to protect us and the client should a discrepancy arise in a claims or coverage situation.

4) Claims Update: Jeremy was absent

5) New items:

- We are in a hard market and lots of people shopping for insurance but we need to be diligent in writing “good business” and “good risks”
Make sure reviewing A+, investigate why shopping, when quoting always look to quote both home and auto and any other line such as commercial or farm, underwrite completely and thoroughly to be sure it is a desirable risk. Also beware of “moral risks”; general bad attitude regarding insurance
Reminded that even if our rate is higher there is value in what we have to offer as a mutual.
- Concerns were brought up when we decided to no longer have the water jugs to align with being ECO friendly
2 large Brita water containers are now in each fridge to remedy concern no water to drink.
Also advised to be mindful of unnecessary printing. Not only for cost savings regarding paper but also aligning with being ECO friendly. Please do not print unnecessary items.
Agents brought up that even if they recycle all items are put in same garbage container. Recyclables are picked up across the street and beside us so why aren't we recycling? Can get recycle bins from municipality. Will look into this.
Agent brought up suggestion of tree planting or donating seedlings; all aligning with doing our part to be ECO friendly.
- Reminder to clean up after yourselves in the kitchen and general courtesy of filling paper in printer if you notice its running low. Everyone do their part to ensure office is kept tidy and stocked
- Bob arranged a tour of the Butler Farm April 24th and it was a success (Thank you Bob!)

- OMAP Training Sessions:

HOST	LOCATION	DATE	REGISTRATION DEADLINE
OMAP	Cambridge	May 5&6	April 25 th
L&A Mutual	Greater Napanee	May 27&28	May 19 th
BCM	Welland	Jun 10&11	June 2 nd
OMAP	Cambridge	Sept 15&16	September 5 th
Howick Mutual	Wingham	Sept 22&23	September 12 th
Salus Mutual	Dutton	Oct 15&16	October 6 th

Let me know if you are interested.

*Will only need to attend 1 day as 2nd day is “Garage”

- Insurance Applications, Reminder should **only** be using Maple Mutual
This was communicated back in February. Will no longer be accepting unless Maple Mutual.
- Please send in biographies to be used in upcoming newsletters
(Some agents noted they are not interested in participating with this)

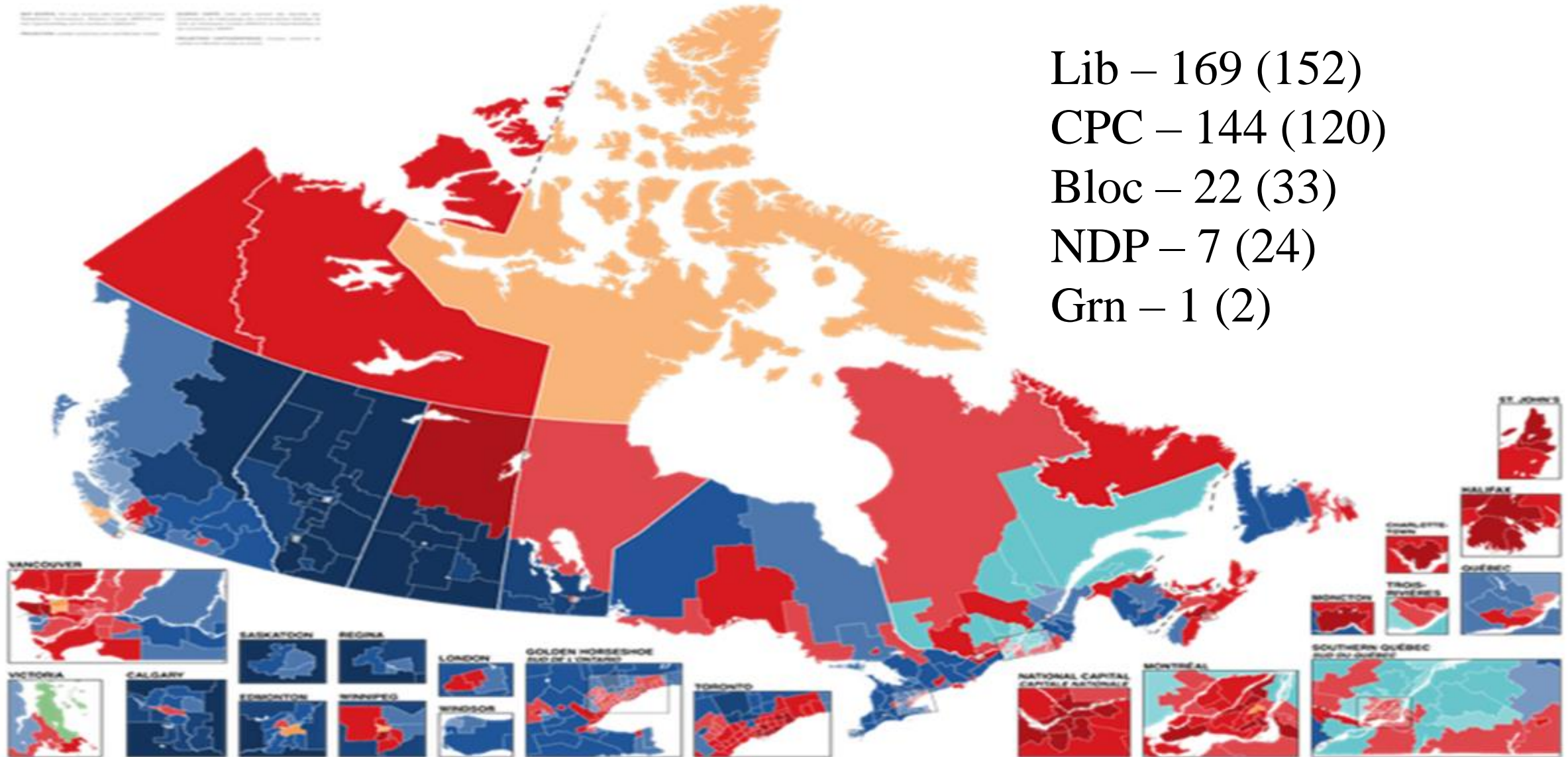
6) Miscellaneous Items Brought Up in Meeting:

- Coverage of Golf Carts brought up. There is a site called Oasis that offers on the spot on line quotes for coverage for golf carts.
- Agents have asked for clarification on process handling of OPCF 28a’s as seems to be inconsistency amongst underwriters – will speak to Amy regarding this and get clarification
- Agent brought up topic of “Cyber Coverage” as clients asking for it primarily on commercial policies. Sometimes unable to get the client as they have Cyber coverage with current carrier and we do not offer – will inquire about this
- Agents noted there are several different farm apps currently in use; which one is correct and no section to capture some important details – Bob agreed to investigate this
- Was brought up that agents are not made aware when renewals are issued late; would like a communication when renewals sent out late. Will confirm the process for this
- Concerns brought up about cancellation letters being sent to leinholders when a payment missed. I advised we did check with other mutuals and that this is the common practice amongst the mutuals.
- Concern brought up about inspections as no notice given to agent that their client being contacted to arrange for an inspection. Will confirm the process

7) Next meeting. June 10th 9:15-10:30

Adjournment: 10:50am

The New Political Landscape



How We Got Here...

- US Election
- Freeland
- Trump Rhetoric
- Liberal Leadership
- Implementation of Tariffs
- Doug Ford
- Relative Collapse of the NDP/Bloc vote
- Late(ish)Tory resurgence



The Road Ahead...

HAROLD MACMILLAN was once asked what had been the greatest influence on his administration when he was Prime Minister. He replied:

“Events, dear boy, events...”

- Global Conflicts
- An Unpredictable/Aggressive American Regime
- Climate-Related Threats
- Misinformation/Disinformation
- Evolution of Transformative Technologies (AI)
- Increased Societal Polarization
- Involuntary Migration

Sailing the Ship of State vs. bailing the Ship of State!



Top 10 Most Stolen Vehicles of 2023

Ranking by Number of Thefts

Canada						
No.	Make/Model	Most Often Stolen Model Year	# of Vehicles Insured	# of Thefts	Theft Rate/Frequency (%)	Type
1	Toyota Highlander	2021	123,532	3,414	2.76%	SUV
2	Dodge Ram 1500 Series	2022	524,837	3,078	0.59%	Truck
3	Lexus RX Series	2022	96,400	3,037	3.15%	SUV
4	Honda CR-V	2021	487,962	2,988	0.61%	SUV
5	Toyota RAV4	2021	507,451	2,690	0.53%	SUV
6	Honda Civic	2019	697,143	1,654	0.24%	Car
7	Jeep Wrangler	2021	141,379	1,641	1.16%	SUV
8	Land Rover Range Rover Series	2020	34,615	1,533	4.43%	SUV
9	Chevrolet/GMC Suburban/Yukon/Tahoe Series	2023	62,877	1,488	2.37%	SUV
10	Chevrolet/GMC Silverado/Sierra 1500 Series	2006	595,765	1,383	0.23%	Truck

Top 10 Most Stolen Vehicles of 2023

Ranking by Number of Thefts

Ontario

No.	Make/Model	Most Often Stolen Model Year	# of Vehicles Insured	# of Thefts	Theft Rate/Frequency (%)	Type
1	Lexus RX Series	2022	58,964	2,852	4.84%	SUV
2	Toyota Highlander	2022	63,623	2,838	4.46%	SUV
3	Dodge Ram 1500 Series	2022	200,956	1,977	0.98%	Truck
4	Honda CR-V	2020	236,391	1,488	0.63%	SUV
5	Land Rover Range Rover Series	2020	20,621	1,411	6.84%	SUV
6	Chevrolet/GMC Suburban/Yukon/Tahoe Series	2023	25,210	1,136	4.51%	SUV
7	Jeep Wrangler	2023	67,078	1,106	1.65%	SUV
8	Toyota RAV4	2021	224,553	999	0.45%	SUV
9	Honda Civic	2019	319,347	734	0.23%	Car
10	Ford F150 Series	2022	214,387	557	0.26%	Truck

2024 VEHICLE THEFT IN CANADA

18.6% year-over-year decline in auto theft.

- Auto theft decreases were seen most significantly in Quebec (-32.4%), Ontario (-17.4%) and Western Canada (-12.7%).
- Over 57,000 private passenger vehicles were stolen in 2024, which is still unreasonably high, posing an ongoing safety threat to all Canadians.
- The national recovery rate for stolen vehicles is 59.3%, with 40% of stolen vehicles still unrecovered.
- Équité's team of experts collaborated with provincial and federal governments, Canadian Border Services Agency, and law enforcement agencies at all levels to continue the downward trend.
- Organized crime networks are being funded through insurance crime and auto theft.
- The single most impactful step we can take to prevent the continued funding of organized crime networks, including drug trafficking, remains making the vehicles harder to steal in the first place.

Trump Goes All In With Reciprocal Tariffs

United States Growth jeopardized by reciprocal tariffs

- Tariff bill exceeding \$600B
- Inflation poised to increase between 4.5% and 6% on core indices
- Two scenarios analyzed: tariff bill split 50/50 between businesses and households, or consumers assume entirety of tariff bill
- Recession can be avoided only if business materially decrease their profits margins
- Consumer-led recession if tariff bill is fully passed on to consumers

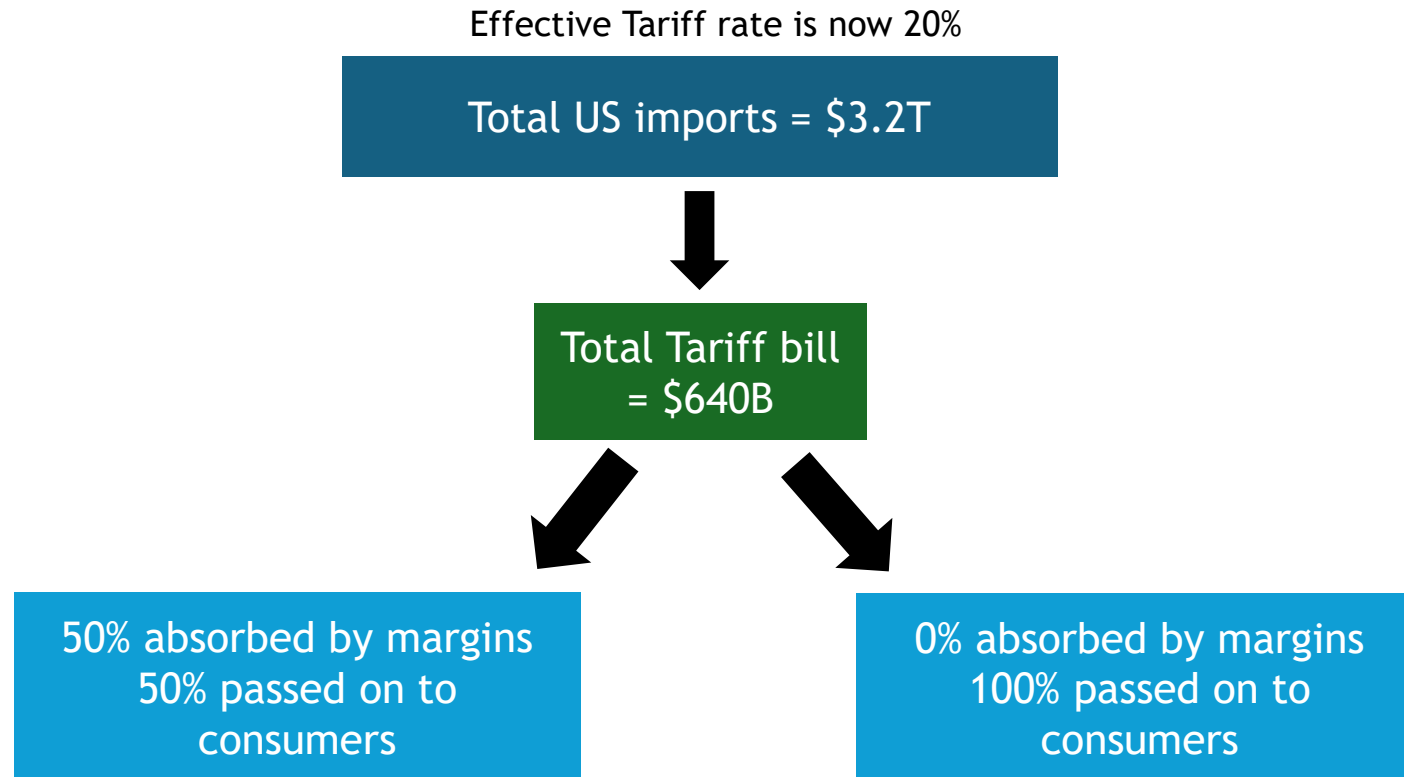
Canada No reciprocal US tariffs

- Inflationary backdrop if the US does not fall into recession
 - Higher than target inflation, but deceleration of growth over the short term
- Downturn expected if US goes into recession
 - Inflation expected to dissipate as unemployment rate increases

Monetary Policy

- Fed cannot ease monetary policy even in the material slowdown scenario (first mandate is price stability) given potentially rising inflation
- In the recession scenario, powerful cyclical forces are at play and the Fed can bring its policy rate below neutral
- In the scenario with no downturn, the BoC remains on pause this year
- In the recession scenario, the BoC can proceed with a sizable monetary policy easing

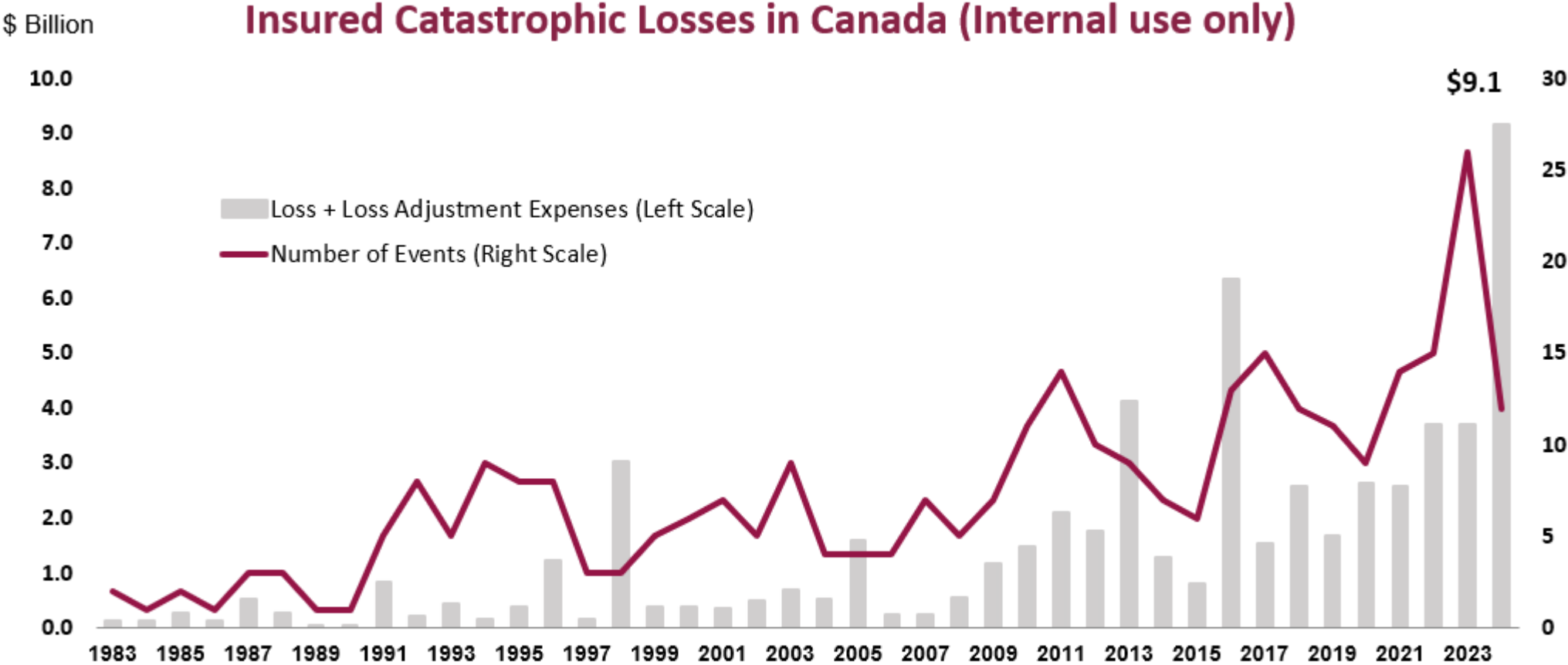
How to Calculate the Tariffs Impact



For consumers, 50% absorbed by household savings
and 50% by real consumption

- As at April 9, 2025
- Sources : Addenda Capital

2024 Shatters Previous Insured Loss Record



Source: IBC Facts Book, PCS, CatIQ, Swiss Re, Munich Re & Deloitte.
 Since 2008, only events that cost \$30 million or more in insured losses (\$25 million prior to March 2022) are included.
 Values in 2024 Canadian dollars, 2024 value is preliminary



AUDIT & CONDUCT COMMITTEE AGENDA

Location: Boardroom

Date: April 22, 2025

Time: 1:00 pm

Members: Dean Muharrem, Ron Buchanan, Candie Johnson, Judy Cibulka, Rich Daly, Shawn Bustin, Tom McGregor, and Kevin Sabourin

- A) Call to order
- B) Approval of Agenda
- C) Declaration of Conflict of Interest
- D) Approval of Minutes from February 21, 2024
- E) Review of Director and Management expenses
- F) 2024 Actuary update
- G) Adjournment:

Future Agenda Item

- Senior Management compliance
- Response to Underwriting Audit
- Response to Claims Audit.
- Committee Performance Self Evaluation and report to board
- Annual Review of Policies & Procedures

AUDIT & CONDUCT COMMITTEE MINUTES

Location: Boardroom
Date: April 22, 2025
Time: 1:00 pm
Present: Dean Muharrem, Ron Buchanan, Judy Cibulka, Shawn Bustin, Tom McGregor,
and Rich Daly
Regrets: Kevin Sabourin

- A) Call to order **by Judy Cibulka at 1:00**
- B) Approval of Agenda **Moved by Tom McGregor, seconded by Shawn Bustin, carried**
- C) Declaration of Conflict of Interest **None reported**
- D) Approval of Minutes from February 21, 2025 **Moved by Shawn Bustin, seconded by Tom McGregor, carried**
- E) Review of Director and Management expenses **Moved by Tom McGregor, seconded by Shawn Bustin, carried**
- F) 2024 Actuary update
 - a. **Ron discussed not being able to match in house numbers to EY numbers, due to actuary in EY numbers**
 - b. **Dean talked with John Taylor regarding changes in IBNR, has happened at other mutuals over the years, not out of the ordinary**
 - c. **Discussed reaching out to Farm Mutual Re regarding 2024 Q4 case reserves and TIV value increase of 39% in 2024 and 24.5% risk count. Farm Mutual requested more time to respond, as they are working on reinsurance renewals.**
 - d. **Discussed changes in reserving by our Claims department, specially around AB.**
- G) Market Conduct **reviewed by Dean Muharrem**
- H) Senior Management Compliance **reviewed by Dean Muharrem**
- I) Response to Underwriting Audit **reviewed by Dean Muharrem**
- J) Response to Claims Audit **reviewed by Dean Muharrem.**
- K) Annual Review of Policies & Procedures **reviewed by Dean Muharrem. Moved by Rich Daly, seconded by Tom McGregor, carried**
- L) Committee Performance Evaluation **reviewed by Dean Muharrem. Judy has a sample of questions that we all liked and could be used for this committee evaluation and also other committees. Judy will type up the questions and send to Dean.**
- M) **Next Meeting: June 25, 2025 at 3:30pm**
- N) Adjournment

Future Agenda Items

- ERM
- 2024 Actuary update
- 2025 Audit Dates



EXECUTIVE, GOVERNANCE & NOMINATING POLICY	
Approved Date:	May 23, 2023
Approved By:	President & CEO/Board of Directors
Original Effective Date:	May 23, 2023
Revision Date:	May 20 th 2025

ROLE OF THE EXECUTIVE, GOVERNANCE & NOMINATING COMMITTEE

It should first be noted that the role of the Executive, Governance & nominating Committee is defined in the by-laws as being: to advise and assist the President and CEO in dealing with emergency business during the intervals between meetings of the Directors, or to dispose of routine business in accordance with instructions of the Directors. While this definition is without question accurate and appropriate for the by-laws it does not provide detail or explanation, nor does it identify other duties that may be done by the Executive, Governance & Nominating Committee depending on the wishes of the Board.

Committee to be made up of Chair, Vice Chair, Past Chair, 1 Director and President & CEO.

This following is a more detailed description of that role:

- Deal with emergency situations between board meetings when it is not practical or possible to call a meeting of the whole Board. This is not intended to allow the committee to make decisions on issues that could wait until the regular meeting of the board even though it might be slightly inconvenient. It is considered that it is an emergency only and would be a rare event.
- Meet annually with the President/CEO and Management Team to do the December draft budget and recommend the budget to the full board.
- Meet annually with the President/CEO to negotiate and discuss salary and recommend to the Board.



- Meet annually with the President/CEO to participate in the formulation of the recommendation to the Board regarding other staff salaries.
- Responsible for recommending to the Board annually, a strategic planning process if it is deemed by the executive, governance & nominating committee to be required.
- Set up a proposed schedule of board meetings including times and locations for the ensuing year.
- Act as a Striking Committee for all board committees for the ensuing year and all ad hoc committees that may be required during the year. The report to be presented to the Board at its first regular meeting following the inaugural meeting.
- Develop and maintain a pool of possible candidates for Director's position.
- Poll all existing Directors of their intentions to stand for re-election if their term is up or if they intend to step down prior to the expiration of their current term. This will allow the committee to focus their efforts accordingly.
- The committee shall endeavor to have the pool of potential candidates in place by January 1st of each year.

- The committee shall endeavor to meet with all new candidates for the Board, when they have declared their intentions to run, before the AGM.

OAKVILLE POLICIES			
POLICY	INSURED	ADDRESS	INCEPTION
73287P01	Robert & Brenda Redinger	33 Markdale Ave Toronto, ON M6C 1T2 Canada	06-10-2019
73287U01	Robert & Brenda Redinger	33 Markdale Ave Toronto, ON M6C 1T2 Canada	06-10-2019
740015P01	James Weykamp	RR 1, 7075 Sixth Line Hornby ON L0P 1E0	29-05-2020
740061P01	David Roberts	177 Ellwood Cres P.O. Box 594 Bobcaygeon ON K0M 1A0	19-06-2020
741643P01	Narinder Sharma	32 Newbury Crescent Brampton ON L6S 5M2	13-05-2023
741738A01	John Stephen George Brighton & Shari Dianne Graham	266 Durham Ct Newmarket ON L3Y 6C9	07-07-2023
741819A01	Stephanie Jane Wenn	788 Upper Sherman Ave Hamilton ON L8V 3M8	29-08-2023
742099P01	Gordana Mihajlov	29 Robertson Rd Niagara-on-the-Lake ON L0S 1J0	01-03-2024
742226P02	Jonathan Neville	1317 Bardau St Innisfil ON L0L 1W0	16-04-2024
742275A01	Chester Hippolyte	176 - 44 Berkley Dr St. Catharines ON L2M 6W6	01-05-2024
742302P01	Jayce Kuzemchuk	Box 33, Site 318 RR 3 Dryden ON P8N 3G2	14-05-2024
742309A01	Alec William Carvalho	126 Oprington Ct Kitchener ON N2N 3E1	13-05-2024
742336A01	Faz Mohammed Ahmed	317 Old Harwood Ave Ajax ON L1Z 1J1	23-05-2024
742368A01	Riya Riya	507 - 383 Main St E Milton ON L9T 8K8	01-06-2024
742369A01	Abiola Adenike Alaba-Foluso	130 Onley Ln Milton ON L9T 8E3	31-05-2024
742369P01	Abiola Adenike Alaba-Foluso	130 Onley Ln Milton ON L9T 8E3	31-05-2024
742370A01	Andrew C Roth	132 Hook St West Tavistock ON N0B 2R0	26-06-2024
742436A01	Muhammed Iqbal	3736 Darla Dr Mississauga ON L4T 2C9	25-06-2024
742474A01	Cameron Douglas Lang	1069 Regatta Ct Kingston ON K7M 8R2	29-07-2024
742474P01	Cameron Douglas Lang	1069 Regatta Ct Kingston ON K7M 8R2	29-07-2024
742523A01	Charmin Shirantha Ihalakumbu Welivita Ihalakumbure	Unit 1507 - 335 Wheat Boom Dr. Oakville ON L6H 7C2	15-07-2024
742523P01	Charmin Shirantha Ihalakumbu Welivita Ihalakumbure	Unit 1507 - 335 Wheat Boom Dr. Oakville ON L6H 7C2	15-07-2024
742540A01	Max John Duerksen	1221 Richards Crescent Oakville ON L6H 1R5	25-07-2024
742540P01	Max John Duerksen	1221 Richards Crescent Oakville ON L6H 1R5	25-07-2024
742545P01	Kirolous Attia	4098 Darkwood Rd Puslinch ON L0P 1J0	26-07-2024
742588P01	Tarique Ahmad	13 Scarboro St Mississauga ON L4T 1E3	12-08-2024

OAKVILLE POLICIES			
POLICY	INSURED	ADDRESS	INCEPTION
742593A01	Eldon M Ramsay	186 Barber Dr Georgetown ON L7G 5S7	08-08-2024
742624A01	Summer Ahmad Bajwa	30 Drew Brown Blvd Orangeville ON L9W 6Z4	22-08-2024
742633A01	Rachel Katharina Ehlebracht	71 Toynbee Crescent Kitchener ON N2N 1R8	23-08-2024
742644A01	Hector Collado Cabello	70-960 Glen St Oshawa ON L1J 6E8	27-08-2024
742685A01	Buraq Carrier INC c/o Sheraz Ahmed	4238 Thomas Alton Blvd Burlington ON L7M 0M7	12-09-2024
742685P01	Sheraz Ahmed	4238 Thomas Alton Blvd Burlington ON L7M 0M7	12-09-2024
742710A01	Rania N. A Smadi	46 Greendale Dr Hamilton ON L9C 5Z4	26-09-2024
742714A01	Ejaz Tehsin Syed	15316 Danby Rd Georgetown ON L7G 0M7	16-09-2024
742714P01	Ejaz Tehsin Syed	15316 Danby Rd Georgetown ON L7G 0M7	16-09-2024
742747P01	Kevin Holder	47A Andy's Camp Rd Kenora ON P9N 0B9	09-10-2024
742782A01	Mohammadasnaf Mohammada Shaikh	397 E 38th St Hamilton ON L8V 4G5	11-10-2024
742782P01	Mohammadsherbaz Shaikh	397 E 38th St Hamilton ON L8V 4G5	11-10-2024
742830A01	Dave-Henry Ekeose Irabor	2525 Kearns Way Ottawa ON K4P 1R9	24-10-2024
742850A01	Mohammadsherbaz Mohammad Shaikh	397 East 38th St Hamilton ON L8V 4G5	11-10-2024
742854A01	Nadir Saeed	5755 Riverside Place Mississauga ON L5M 4W6	30-10-2024
742907A01	Amin Abu Khatir Medicine Professional Corp c/o Amin Abu Khatir	1261 Carriage Lane La Salle ON N9H 2A2	13-11-2024
742952A01	Sherman Anthony Johnson	293 Porter St Oshawa ON L1J 1N3	20-11-2024
742966P01	John Valeriani	16 Rayburn Meadows East Garafraxa ON L9W 7E7	02-12-2024
742970A01	Chaudhary Rizwan Ahmed	824 Wrenwood Dr Oshawa ON L1K 0V8	06-12-2024
742970P01	Chaudhary Rizwan Ahmed	824 Wrenwood Dr Oshawa ON L1K 0V8	06-12-2024
742977A01	Zahra Al Jwabra	1128 Windbrook Grove Mississauga ON L5V 2V1	04-12-2024
742977P01	Zahra Al Jwabra	1128 Windbrook Grove Mississauga ON L5V 2V1	04-12-2024
742980P01	Richard Decker	54 Clements Rd E Ajax ON L1S 1L2	05-12-2024
742983A01	Bruce P Ross	148 Hardwood St Kirkfield ON K0M 2B0	05-12-2024
742988A01	Muhammad Husein	80 Ridgewood Dr Richmond Hill ON L4E 3M1	06-12-2024
742990A01	Hye Jung Son	45-515 Skyline Ave London ON N5X 0H4	12-12-2024
742999A01	Venisha Dorothy Rose	304 Howard Crescent Orangeville ON L9W 4Y3	11-12-2024
743029A01	Sarbjot Singh Anand	6086 Mayfield Rd Caledon East ON L7C 0Z7	14-12-2024

OAKVILLE POLICIES			
POLICY	INSURED	ADDRESS	INCEPTION
743029P01	Sarbjot Singh Anand	6086 Mayfield Rd Caledon East ON L7C 0Z7	14-12-2024
743111A01	Roghie Hassan Loo	10 Sunderland St Richmond Hill ON L4E 2M4	28-01-2025
743112A01	Rajeev Bhatia	1677 Vaughan Dr Caledon Village ON L7K 1C4	27-01-2025
743112P01	Rajeev Bhatia	1677 Vaughan Dr Caledon Village ON L7K 1C4	27-01-2025
743114A01	Mohamed Abdalla Hussein Eisa	17 - 8317 Mulberry Dr Niagara Falls ON L2H 3S9	24-01-2025
743128A01	Nora Asad	4-525 Stone Church Rd E Hamilton ON L8W 3B2	03-02-2025
743134P01	Keithley Bussue	2340 Meriadoc Dr Pickering ON L1X 2T1	17-01-2025
743138A01	Spartak Veno	23 Royal Garden Blvd Woodbridge ON L4L 7C3	16-02-2025
743177A01	Ahmat Sougui Mahamat Ibrahim	10-264 Fairway Rd N Kitchener ON N2A 2N9	19-02-2025
743179A01	Imad Fakhri Daghache	2-1410 Howard Ave Windsor ON N8X 3T3	12-02-2025
743179P01	Mnal Loubani	2-1410 Howard Ave Windsor ON N8X 3T3	12-02-2025
743184P01	Robert Darcy Duggan	658 Bruce Rd 9 South Bruce Peninsula ON N0H 2T0	25-02-2025
743206A01	Jennifer Anne Beebe-Duggan	658 Bruce County Rd 9 South Bruce Peninsula ON N0H 2T0	24-02-2025
743215A01	Jonghyun Choi	33 Hopkins Cres Bradford ON L3Z 0R6	05-03-2025
743232A01	9500315 Canada Inc	371 Savoline Blvd Milton ON L9T 7Y2	22-03-2025
743234A01	Jaekwon Ohn	189 Stonebriar Dr Vaughan ON L6A 4A3	12-03-2025
743254A01	Zoha Malik	317 Old Harwood Ave Ajax ON L1Z 1J1	25-03-2025
743265A01	Sunshine Communications Inc	4181 Hillsborough Cres Oakville ON L6H 3P9	31-03-2025
743266A02	2685384 Ontario Ltd	84 Kennedy Rd S Brampton ON L6W 3E7	31-03-2025
743267P01	Atif Abbasi	4181 Hillsborough Cres Oakville ON L6H 3P9	31-03-2025
743275A01	Thomas Anthony Bermingham	541 Braeburn Crescent Pickering ON L1V 3Z7	29-03-2025
743295A01	Nagam Rafehi	5532 Empress St Windsor ON N8T 2K9	01-05-2025
743296A01	Elliott James McKibbon	90 Cameo Ave Hamilton ON L8V 2H3	08-04-2025
743313A01	Muhammad Hamza Saqib	553 Attenborough Terrace Milton ON L9T 8H5	15-04-2025
743322A01	Mardon Bakhtiyor Ugl Nurullaev	1903-1535 Alta Vista Dr Ottawa ON K1G 3N9	11-04-2025
743322P01	Mardon Bakhtiyor Ugl Nurullaev	1903-1535 Alta Vista Dr Ottawa ON K1G 3N9	11-04-2025
743344A01	Osamah Radaideh Dentistry Professional Corporation	2103 Springdale Rd Oakville ON L6M 4C7	05-05-2025

MARKHAM POLICIES

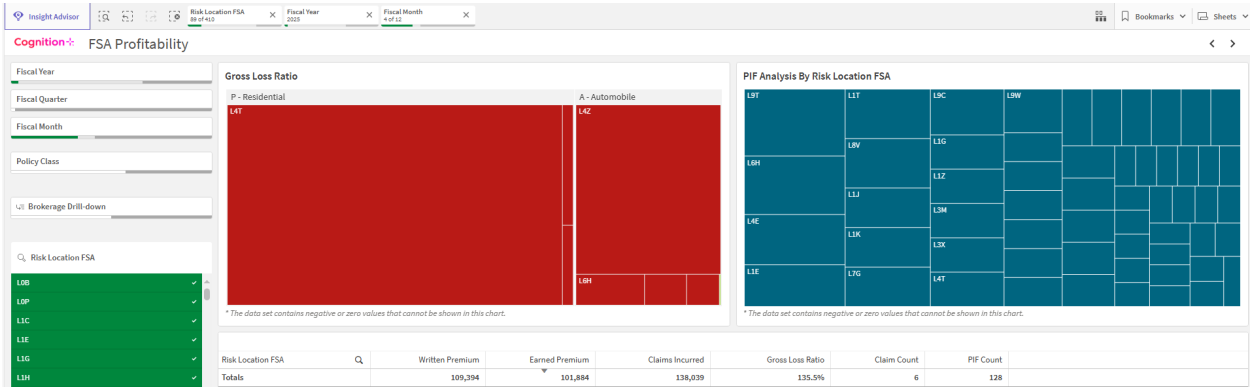
POLICY	INSURED	ADDRESS	INCEPTION
742356A01	Elias Bou Zeid	6 Ravenscroft Rd Ajax ON L1T 1V7	25-05-2024
742696A01	Lanceford Cumberbatch	205-1865 Glenanna Rd Pickering ON L1V 3V5	07-09-2024
742768P01	Sriskantharajah Subramaniam	1 John Graham Ct Scarborough ON M1B 4V9	12-09-2024
742877A01	Kiarash Ighani	371 Old Colony Rd Richmond Hill ON L4E 5B2	05-11-2024
742933A01	Sheoli Chauhan	56 Nelson Ave Kitchener ON N2K 1E4	15-11-2024
742984A01	Kajan Kirishnakumar	101 Devineridge Ave Ajax ON L1Z 0R4	14-12-2024
743175A01	Mohammad Majdi Ahmad Bawadi	523-2343 Khalsa Gate Oakville ON L6M 4J2	14-02-2025
743190A01	Zameel Aflah Mohammed	20 Braun St Kitchener ON N2H 3R4	22-02-2025
743229A01	Vasa Marchese	76 Elm Grove Ave Richmond Hill ON L4E 2W8	21-03-2025
743286A01	Aparna Anand	426 Barrie Place Unit# 7 Waterloo ON N2L 3Z7	22-03-2025
743288A01	Ameed S D Ashour	29 Freeston Crescent Ajax ON L1T 3Z8	02-04-2025
743288P01	Ameed S D Ashour	29 Freeston Crescent Ajax ON L1T 3Z8	02-04-2025
743340A01	Mathusan Sadheeshan	315-490 Gordon Krantz Ave Milton ON L9E 1Z5	02-05-2025

FSA Restriction Proposal				
FSA & City	# of Auto Polices in Force	Agent/Broker	# of Years in Force	notes
L4A - Stouffville	0			
L5A - Mississauga	0			
L6A - Vaughan	1	113	New	
L7A - Brampton	0- Already restricted FSA			
L9A - Hamilton	0			
L1B - Bowmanville	0			
L4B - Richmond Hill	0			
L5B - Mississauga	0			
L6B - Markham	0			
L7B - King City	0			
L8B - Hamilton	0			
L1C - Bowmanville	2	101,102	1-New, 1-2nd Term	
L4C-Richmond Hill	0			
L5C-Mississauga	0			
L6C - Markham	0			
L7C - Caledon	1	113	New	
L9C-Hamilton	3	2-122,1-113	All New	
L1E-Courtice	3	2-118, 1-140	2-New, 1-24th Term	
L4E-Richmond Hill	5	2-113,2-119,1-122	All New	
L5E-Mississauga	0			
L6E-Markham	0			
L7E-Bolton	1	101	3rd Term	
L8E-Hamilton	0			
L9E-Milton	0			
L1G-Oshawa	1	141	New	mailing address is Port Lambton
L4G-Aurora	1	101	New	
L5G-Mississauga	0			
L6G-Markham	0			
L7G-Georgetown	2	113	New	
L8G-Hamilton	0			
L9G-Hamilton	0			
L1H-Oshawa	1	160	9th Term	
L4H-Woodbridge	0			
L5H-Mississauga	0			
L6H-Oakville	4	113	All New	
L8H-Hamilton	0			
L9H-Hamilton	1	162	4th Term	
L1J-Oshawa	3	2-113, 1-122	All New	
L4J-Thornhill	0			
L5J-Mississauga	0			
L6J-Oakville	0			
L7J-Acton	0			
L8J-Hamilton	0			
L1K-Oshawa	3	2-101, 1-113	2-New, 1-4th Term	
L4K-Concord	0			
L5K-Mississauga	0			
L6K-Oakville	0			
L7K-Caledon	1	113	New	
L8K-Hamilton	0			
L9K-Hamilton	0			
L1S-Ajax	0			
L3S-Markham	0			

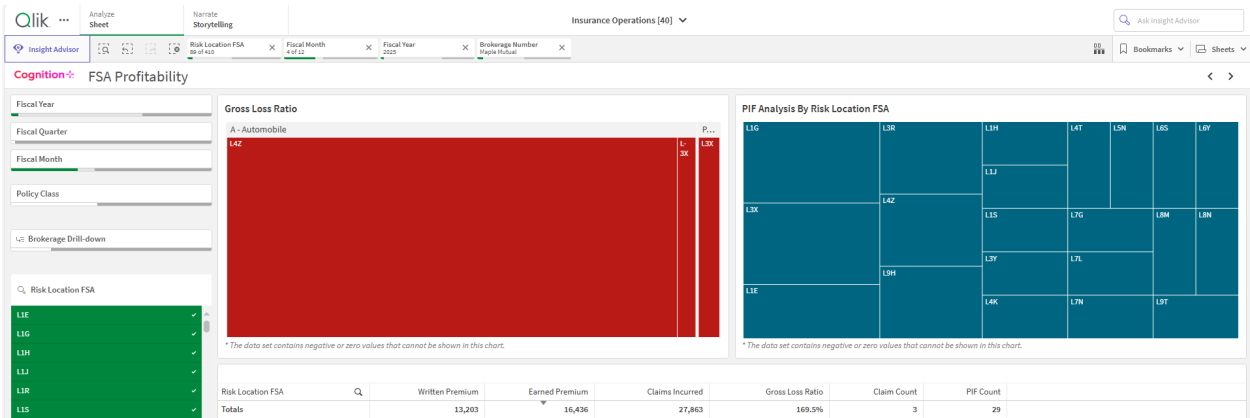
FSA Restriction Proposal				
FSA & City	# of Auto Polices in Force	Agent/Broker	# of Years in Force	notes
L4S-Richmond Hill	0			
L5S-Mississauga	0			
L6S-Brampton	0-Already Restricted FSA			
L7S-Burlington	0			
L8S-Hamilton	0			
L9S-Innisfil	0			
L1T-Ajax	3	2-119,1-101	1-New,1-2nd term,1-4th term	
L3T-Thornhill	0			
L4T-Mississauga	1	113	New	
L5T-Mississauga	0			
L6T-Brampton	0-Already Restricted FSA			
L7T-Burlington	0			
L8T-Hamilton	1	112	New	
L9T-Milton	6	4-113,1-145,1-122	3-New,2-2nd Term,1-5th Term	
L1V-Pickering	2	113	New	
L4V-Mississauga	0			
L5V-Mississauga	1	113	New	
L6V-Brampton	0-Already Restricted FSA			
L8V-Hamilton	4	113	3-New,1-2nd Term	
L9V-Orangeville	0			
L1W-Pickering	0			
L4W-Mississauga	0			
L5W-Mississauga	0			
L6W-Brampton	0			
L8W-Hamilton	1	113	New	
L9W-Orangeville	2	113	New	
L1X-Pickering	0			
L3X-Newmarket	2	185	1-6th term, 1-7th term	
L4X-Mississauga	0			
L6X-Brampton	0-Already Restricted FSA			
L1Y-Pickering	0			
L3Y-Newmarket	1	113	2nd term	
L4Y-Mississauga	0			
L6Y-Brampton	0-Already Restricted FSA			
L1L-Oshawa	0			
L3L-Woodbridge	0			
L4L-Woodbridge	1	113	New	
L5L-Mississauga	0			
L6L-Oakville	0			
L7L-Burlington	1	141	7th Term	
L8L-Hamilton	0			
L9L-Port Perry	0			
L1M-Whitby	0			
L3M-Grimsby	0			
L5M-Mississauga	1	113	New	
L6M-Oakville	1	119	New	
L7M-Burlington	1	113	New	
L8M-Hamilton	0			
L1N-Whitby	0			
L5N-Mississauga	0			
L7N-Burlington	1	160	10th term	
L8N-Hamilton	0			

FSA Restriction Proposal				
FSA & City	# of Auto Polices in Force	Agent/Broker	# of Years in Force	notes
L9N-East Gwillmbury	0			
L1P-Whitby	0			
L3P-Markham	0			
L5P-Mississauga	0			
L6P-Brampton	0-Already Restricted FSA			
L7P-Burlington	0			
L8P-Hamilton	0			
L9P-Uxbridge	0			
L1R-Whitby	0			
L3R-Markham	0			
L5R-Mississauga	0			
L6R-Brampton	0-Already Restricted FSA			
L7R-Burlington	0			
L8R-Hamilton	1	140	34th Term	
L9R-Alliston	1	118	3rd Term	
L1Z-Ajax	4	1-112,2-113,1-119	3 New , 1-2nd Term	
L3Z-Bradford	1	113	New	
L4Z-Mississauga	1	185	5th Term	
L6Z-Brampton	0-Already Restricted FSA			
L0B-Whitby	0			
L0P - Mississauga	0			

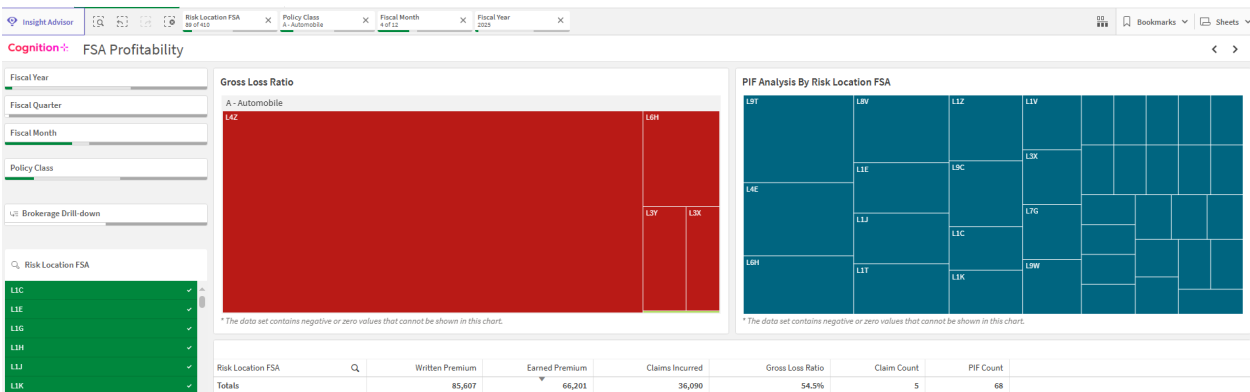
2025 Jan – April



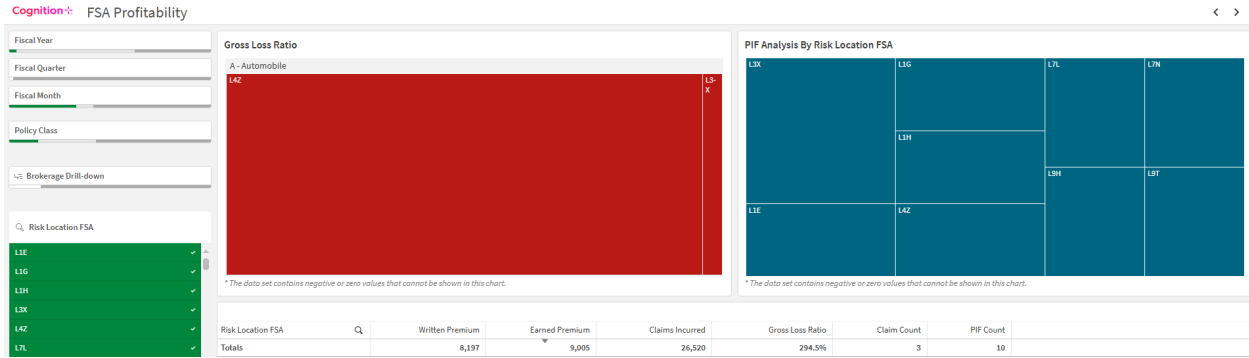
2025 Jan – April – Agents Policy in Force count



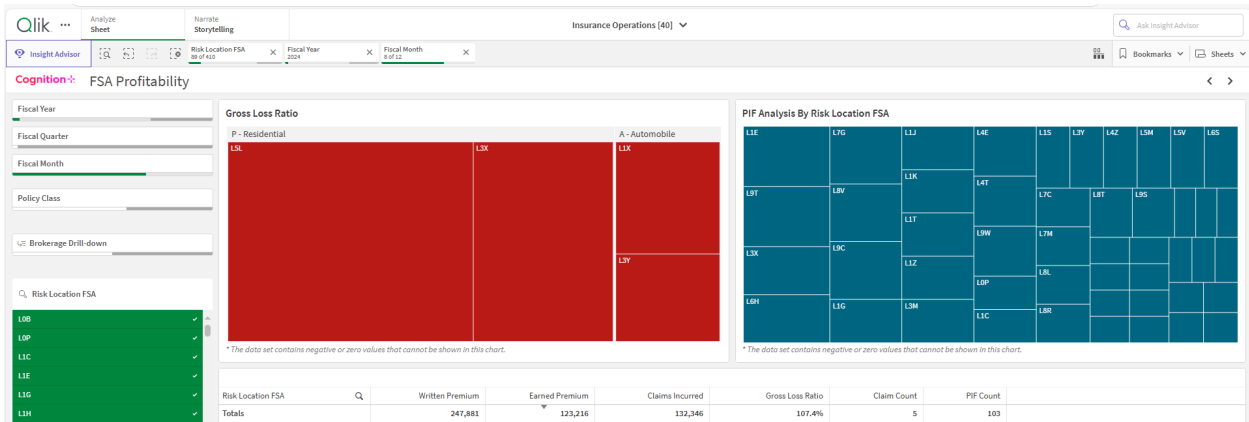
2025 Jan – April – Just Auto



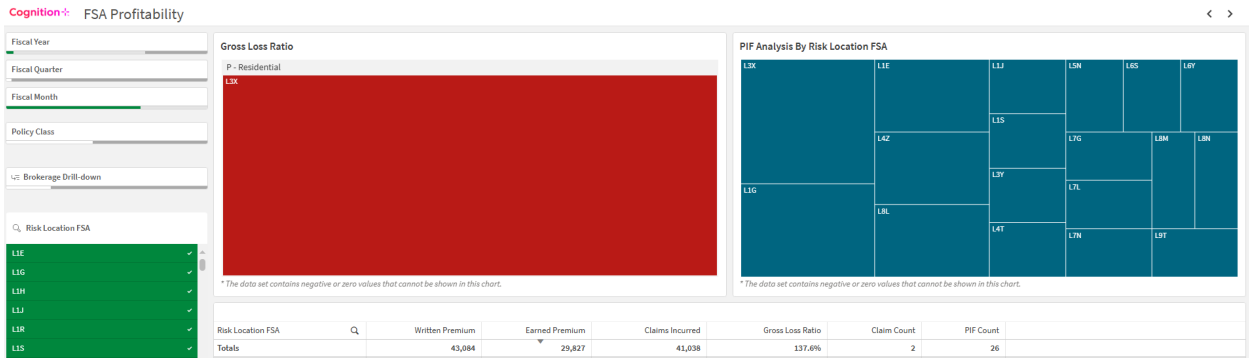
2025 Jan – April – Auto Only Agent Policy in Force count



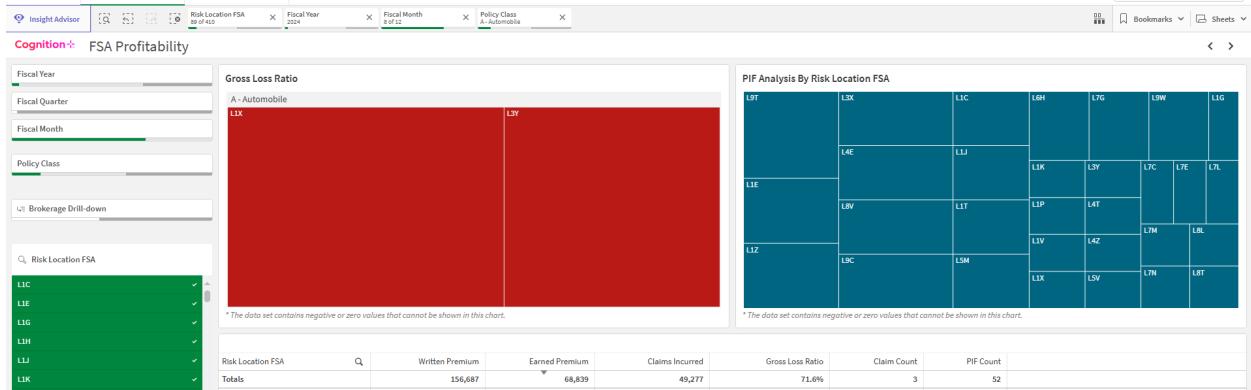
2024 May – Dec



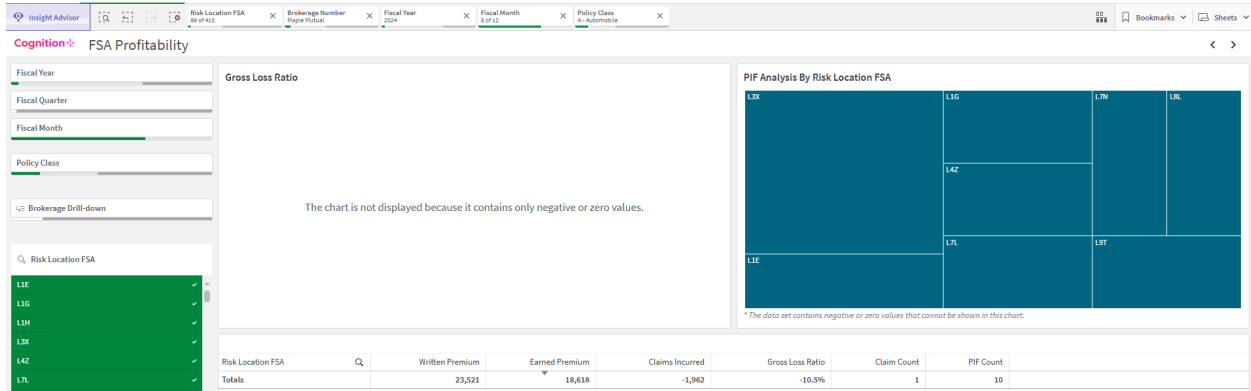
2024 May – Dec – Agent Policies in force count



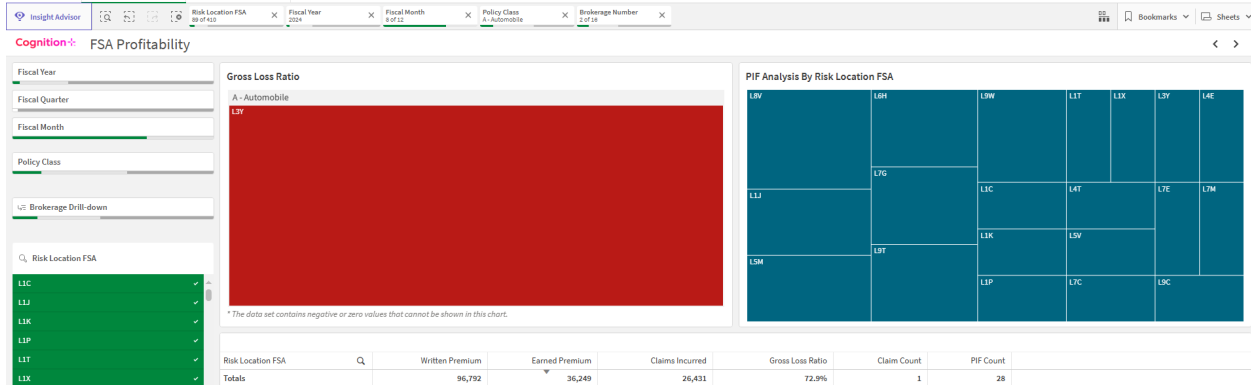
2024 May – Dec – Just Auto



2024 May – Dec – Agents in force policies – Auto only



2024 May – Dec – Markham and Oakville offices – Auto Only





Maple Mutual Organization Chart	
Effective	01-May-25
Updated by	Ron Buchanan

DIRECTORS		
Paul Badder		Chair
Steve Vanek		Vice Chair
Tom McGregor		Past Chair
Judy Cibulka		Director
Rich Daly		Director
Robin Dudley		Director
Shawn Bustin		Director

Dean Muharrem - President & CEO		
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CLAIMS	
Jeremy Brewer	Claims Manager
Aaron Straus	Senior Claims Specialist
Gord Purchase	Junior Auto Adjuster
Kim Robinson	Claims Intake
Marc Alexander	Loss Control Specialist
Shauna Scott	Senior Claims' Admin Assistant

OPERATIONS	
Ron Buchanan	VP & Treasurer
Aaron Sagriff	Information System Technician
Amy Allingham	Accounts Payable Specialist
Melissa Clark	Team Lead
Renee Fitzgerald	System Administrator
Tami Eagen	Accounts Receivable Specialist

SALES	
Candie Johnson	Business Development Manager
Agents	Account Managers
Bob Fitzgerald	Eli Duquette
Brian Ennett	Eric Montgomery
Gregg Tuckwell	Lisa Camillo
Marianne Hope	
Matthew Armstrong	
Melina Mellow	
Shelby Ennett	

UNDERWRITING	
Amy Dale	Underwriting Manager
Donna Jo Laprise	Senior Underwriter
Dylan Smith	Underwriting Admin Assistant
Keely Warwick-Burke	Receptionist
LeighAnn Schieman	Junior Underwriter
Mary Beth Broad	Intermediate Underwriter
Tricia Speelman	Senior Underwriter
Victoria Taylor	Intermediate Underwriter

Jan-25	
Full Time	25
Leave of Absence	0
Contract	0
Directors	7
Independent	8
Vacant	0
Total	40

May-25	
Full Time	25
Leave of Absence	0
Contract	0
Directors	7
Independent	7
Vacant	0
Total	39

DIFFICULT CIRCUMSTANCES POLICY	
Approved Date:	November 25, 2015
Approved By:	President & CEO
Original Effective Date:	March 18, 2010
Revision Date:	May 20 th 2025

1. Policy

Maple Mutual recognizes that there are times in an employee’s personal life that should be acknowledged with fruit baskets, flowers and/or donations.

2. Policy & Procedures

a. Funerals

- i. For the funeral of a Grandparent In-Law, Brother In-Law, or Sister In-Law of a staff member/Agent/Director, a donation of \$50.00 will be given to the designated charity.
- ii. For the funeral of a Grandparent of a staff member/Agent/Director, will be given a **medium sized fruit basket*** and a donation of \$50.00 to the designated charity.
- iii. For the funeral of a Spouse, Child, Parent, Parent In-Law, Brother or Sister of a staff member/Agent/Director, will be given a large sized fruit basket* or flowers in the value of **\$50.00** and a donation of \$100.00 to the designated charity.
- iv. For the funeral of a current staff member/Agent/Director flowers will be sent to the funeral home in the value of \$100.00, and a donation of \$100.00 to the designated charity.
- v. For the funeral of a retired staff member/Agent/Director a donation of \$50.00 will be given to the designated charity.

The President & CEO will ensure that the above procedures are carried out. Each manager will be responsible for ordering flowers, sending donations and sending a companywide condolence email for their own department. Any staff, Agent or Director that is aware of a situation that would require action should let the President & CEO know as soon as possible.

*Medium/Large sized fruit basket –value will be determined by current market values

**Immediate family member - spouse or child

Retention Rate (Overview)

Purpose

This document serves as an overview to provide an understanding for the Retention Rate calculation within the Cognition+ Insurance Analytics Solution (with specific reference to the information contained within the Agent/Broker Performance Application - Retention Rate Sheet and the Insurance Operations Application - Retention Rate Sheet).

Retention Rate – Overview/Definition

The retention rate refers to the percentage/rate of insurance policies that remain in force over a period of time. The retention rate is an important metric (often referred to as a key performance indicator) due to the fact that the metric reflects customer loyalty, satisfaction, and the ability to maintain stability within the existing insurance portfolio.

What the retention rate measures:

- The retention rate measures the number of policies that remain with the insurance company over a period of time (generally for a period of one year). A high retention rate indicates that a greater number of policies have remained with the insurance company, and the relatively high value of the metric might be due to any number of reasons (including that the policyholder is satisfied with the service, the coverage, and/or the price).

Why is the retention rate important:

- The retention rate is a critical metric to be identified because it is more cost-effective for an insurance company to retain an existing customer than to acquire a net-new customer. A high retention rate might indicate that the insurance company has an acceptable level of customer satisfaction, reasonable service levels as well as competitive pricing.

Retention Rate – Calculation

- The “Retention Calculation” is based upon a twelve (12) month retention period. The basis of the calculation is to determine the number of policies retained on a twelve (12) month rolling period as compared to the number of “Opening In Force” policies at beginning of the period.
- The Cognition+ Insurance Analytics Solution will determine the “In Force Status” of a specific policy at the beginning of the twelve (12) month period and the “In Force Status” of the same policy at the end of the period. The specific policy will be counted as “Retained” when the policy is considered to be “In Force” at the beginning of the period and “In Force” at the end of the period. The “Retention Rate Metric” is calculated by totaling the number of “Retained Policies” at the end of the period and dividing by the total number of the policies determined to be “In Force” at the beginning of the period.
- Refer to [Appendix A – Agent/Broker Performance Application - Retention Rate Sheet](#).
- Refer to [Appendix B – Insurance Operations Application - Retention Rate Sheet](#).

Retention Rate – Formula

$$\text{Retention Rate} = \left(\frac{\# \text{ of in force policies at the end of the period}}{\# \text{ of in force policies at the beginning of the period}} \right) * 100$$

Formula Notes:

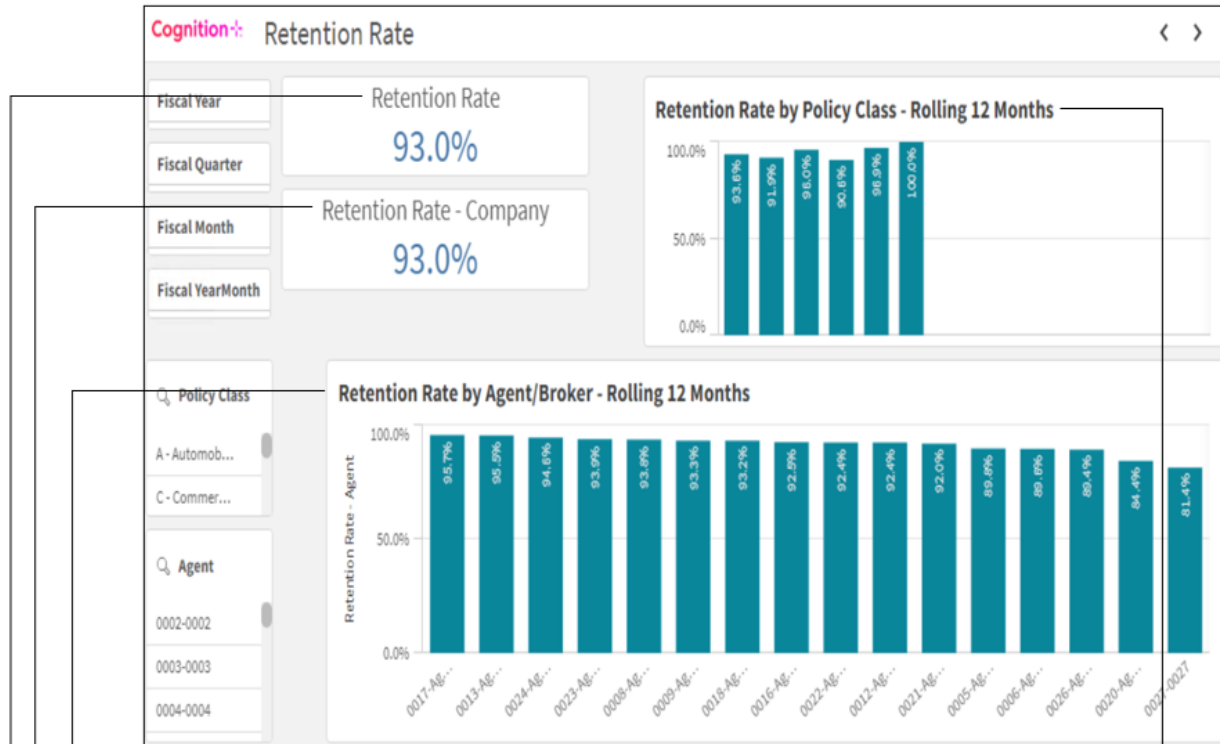
- The “set” of policies that is utilized at the beginning of the period remains constant and the same “set” of policies are evaluated at the end of the period. A policy that is in force at the beginning of the period and remains in force at the end of the period will be counted as retained.
- It is important to note that the Cognition+ Insurance Analytics Solution and the Cognition+ Back Office Solution might yield minor differences with respect to the retention rate due to that fact that the Cognition+ Insurance Analytics Solution will utilize the period/month end (i.e. the end of the month) in order to calculate the retention rate; whereas the Agent/Broker Experience and Retention YTD Report - PY 2.4 as provided via the Cognition+ Back Office Solution is capable of utilizing any day/date to calculate the retention rate. The information listed above is one possible difference in the calculation methodology between the Cognition+ Insurance Analytics Solution and the Cognition+ Back Office Solution that might provide minor variations with the calculated retention rates.

Example:

- Purpose: Provide the retention rate for a specific period of time.
- Criteria:
 - Period Start = January 1/2022.
 - Period End = December 31/2022.
 - # of policies at the beginning of the period = 1,000.
 - # of policies at the end of the period = 900 (of the 1,000 policies that were in force at the beginning of the period only 900 remain).
- Result:

$$\begin{aligned} \text{Retention Rate} &= \left(\frac{\# \text{ of in force policies at the end of the period}}{\# \text{ of in force policies at the beginning of the period}} \right) * 100 \\ &= \left(\frac{900}{1,000} \right) * 100 \\ &= (.90) * 100 \\ &= 90\% \end{aligned}$$

Appendix A – Agent/Broker Performance Application - Retention Rate Sheet



Retention Rate:
 Represents the overall retention rate (including all selection criteria).

Retention Rate - Company:
 Represents the overall retention rate (excluding the Agent/Broker selection criteria).

Retention Rate by Agent/Broker – Rolling 12 Months:
 Represents the overall retention rate – grouped by Agent/Broker (including all selection criteria).

Retention Rate by Policy Class – Rolling 12 Months:
 Represents the overall retention rate – grouped by Policy Class (including all selection criteria).

Appendix B – Insurance Operations Application - Retention Rate Sheet

The screenshot shows the 'Retention Rate' dashboard in the Cognition+ application. It features a left-hand navigation menu with filters for Fiscal Year, Fiscal Quarter, Fiscal Month, Policy Class (Automobile and Commercial), and Agent. The main area displays four key metrics:

- Retention Rate - Overall:** A large central display showing 93.0%.
- Retention Rate by Agent/Broker - Rolling 12 Months:** A bar chart showing retention rates for each month from H to B, with values ranging from 91.4% to 95.7%.
- Retention Rate by Policy Class - Rolling 12 Months:** A bar chart showing retention rates for different policy classes, with values ranging from 91.0% to 98.0%.
- Retention vs PIF:** A scatter plot showing the relationship between retention rate and In Force Policy count (PIF).

Four callout boxes provide definitions for these metrics:

- Retention Rate:** Represents the overall retention rate (including all selection criteria).
- Retention Rate by Policy Class – Rolling 12 Months:** Represents the overall retention rate – grouped by Policy Class (including all selection criteria).
- Retention Rate by Agent/Broker – Rolling 12 Months:** Represents the overall retention rate – grouped by Agent/Broker (including all selection criteria).
- Retention vs PIF:** Displays the overall retention rate for the Agent/Broker and the In Force Policy count (for the same period).

APRIL CEO REPORT

Human Resources

- Melina Mellow husband Mark passed away.

Operations

- Summer students hired for Data entry involved with Applied Systems implementation.
- Potential Canada Post Strike in the near future. Notice posted on website, we are monitoring for developments

Business Development

- Letter sent to all of Colin's customers. Job posting has been posted.

Industry

- CAMIC response to USA/Tariffs is a very hot topic. Will be discussed at CEO Round table. Accounting roundtable has been moved from USA to Canada.
- FSRA shift from focus on Mutual's to larger stock companies and MGA's
A managing general agent (MGA) is a specialized type of insurance agent/broker that, unlike traditional agents/brokers, is vested with underwriting authority from an insurer. An MGA is authorized by an insurer to transact insurance business and may have authority to bind the insurer, issue policies, appoint producers, arrange for reinsurance, and provide other administrative support, depending on the specifics of the MGA agreement.
MGAs benefit insurers because the expertise they possess is not always available within the insurer's home or regional offices and would be more expensive to develop on an in-house basis.

New Business by Name				
Policy	Prem	Insured Name	Insured Address	Agent
741387A01	\$1,419	Ronald A Cameron	609-570 Park Ave WChatham ON N7M 0S6	Brian
56850P01	\$1,783	Eric Luke Marchand	9357 Currie RdWallacetown ON N0L 2M0	Brian
742848P01	\$398	Emily Ogden	737 Hamilton RdUnit 3London ON N5Z 1T8	Brian
743261P01	\$3,018	Matthew Patrick Burns, Lorri Ann Burns	10322 Base LineDresden ON N0P 1M0	Brian
46655W02	\$344	Michael J Jennen	Dresden, ON N0P 1M0	Brian
17885A05	\$5,270	Jaspal Singh Budwal	Chatham, ON N7L 2T5	Colin
32005A01	\$393	Wendy C Eagleson	Wallaceburg, ON N8A 1R1	Colin
743285C01	\$3,650	Brett Sansom O/A 761115013	451 Main StBothwell ON N0P 1C0	Colin
81269P03	\$1,463	Steven John Stawarz	Chatham, ON , N7L 5C9	Colin
743285P01	\$1,474	Brett Sansom, Amy Sansom	451 Main StBothwell ON N0P 1C0	Colin
743060A01	\$2,457	Mark A Blair	326 Elm St EBothwell ON N0P 1C0	Eli
743324A01	\$3,264	Jeffery A Chortos, Joanne S Chortos	Wallaceburg ON N8A 4M5	Eli
743292P01	\$1,917	Dennice Langeveld	Dresden ON N0P 1M0	Eli
743324P01	\$1,848	Jeffery A Chortos, Joanne S Chortos	Wallaceburg ON N8A 4M5	Eli
73570P02	\$1,168	Abraham Rempel-Loewen, Elizabeth Rempel	PO Box 791	Eli
742821A01	\$1,568	Noah Philip Woodley	263 Davies St EDresden ON N0P 1M0	Eric
743260A01	\$2,383	Louis Joseph Raymond Chartrand	Fournier ON K0B 1G0	Eric
743325A01	\$1,027	Shaun Richard McCandless	415 Queen StWallaceburg ON N8A 1G8	Eric
76370P02	\$2,277	Darryl W. Sanderson, Laurie L. Sanderson	11638 Pinehurst LineKent Bridge ON N0P 1V0	Eric
743239P01	\$2,189	Kathy Gammon, Tony Gammon	141 Margaret AveWallaceburg ON N8A 2A2	Eric
743260P01	\$2,002	Louis Joseph Raymond Chartrand	4740 Concession Rd 11Fournier ON K0B 1G0	Eric
743262P01	\$3,622	Zena Kamal	90 Park StChatham ON N7M 3R4	Eric
743278P01	\$1,698	Jake Walter VanEerd	15056 Main Line Bothwell, ON , N0P 1C0Canada	Eric
743299P01	\$1,235	Christina Prelaz	23663 Kent Bridge RdKent Bridge ON N0P 2K0	Eric
743325P01	\$1,301	Shaun Richard McCandless	Wallaceburg ON N8A 1G8	Eric
743326P01	\$1,022	Linda Carol Clement	277 St Clair StChatham ON N7L 3J8	Eric
31833A01	\$1,281	Jacob Dyck & Anna Dyck, Jacob Dyck	Thamesville, ON N0P 2K0	Gregg
87930P01	\$1,324	Michael Joseph Robert Vanek	26415 Centre Side RoadDresden ON N0P 1M0	Gregg
742337A01	\$2,543	Peter Lukaseder	Corunna ON N0N 1G0	HUB
743271A01	\$2,760	Brad William James Berry	Windsor ON N9E 2L9	HUB
743077P01	\$2,180	Katty Marie Diane Santerre	Southwold ON N0L 2G0	HUB
65063A02	\$2,266	Dylan Donald Martin Murphy	Apt 6	HUB
743265A01	\$3,142	Sunshine Communications Inc	Oakville ON L6H 3P9	HUB
743266A02	\$3,245	2685384 Ontario Ltd	Brampton ON L6W 3E7	HUB
743275A01	\$2,087	Thomas Anthony Bermingham	Pickering ON L1V 3Z7	HUB
743296A01	\$4,197	Elliott James McKibbon	90 Cameo AveHamilton ON L8V 2H3	HUB
743313A01	\$4,843	Muhammad Hamza Saqib	553 Attenborough TerraceMilton ON L9T 8H5	HUB
743322A01	\$2,785	Mardon Bakhtiyor Ugl Nurullaev	1903-1535 Alta Vista DrOttawa ON K1G 3N9	HUB
743267P01	\$1,995	Atif Abbasi	4181 Hillsborough CresOakville ON L6H 3P9	HUB
743322P01	\$350	Mardon Bakhtiyor Ugl Nurullaev	Ottawa ON K1G 3N9	HUB
743286A01	\$4,891	Aparna Anand, Sony Thomas	Unit# 7	HUB
743288A01	\$1,576	Ameed S D Ashour	29 Freeston CrescentAjax ON L1T 3Z8	HUB
743288P01	\$369	Ameed S D Ashour, Nehad M F Dahalan	29 Freeston CrescentAjax ON L1T 3Z8	HUB
743273A01	\$2,256	Kyle James Robin	Cochrane ON P0L 1C0	Insureline (MA)
743311A01	\$6,024	Zachary Robert Scott Archibald	PO box 3315	Insureline (MA)
743273P01	\$1,396	Kyle James Robin	Cochrane ON P0L 1C0	Insureline (MA)
743300P01	\$2,747	Christine Mackenzie, Sean Mackenzie	Connaught ON P0N 1A0	Insureline (MA)
743311P01	\$373	Zachary Robert Scott Archibald	PO box 3315	Insureline (MA)
743268A01	\$1,414	Maria Neufeld	7026 Main StComber ON N0P 1J0	Insureline Blue
743327A01	\$3,676	Heinrich Vogt	912 Mersea Road 6Leamington ON N8H 3V8	Insureline Blue
743268P01	\$1,130	Maria Neufeld	7026 Main StComber ON N0P 1J0	Insureline Blue
743279P01	\$1,216	Franz Thiessen, Elizabeth Bergen	571 Gregory Dr EChatham ON N7M 5J7	Insureline Blue
743327P01	\$2,319	Heinrich Vogt, Anna Vogt	912 Mersea Road 6Leamington ON N8H 3V8	Insureline Blue
743242A01	\$2,653	Latinka T Nacheva	#201	Lisa
743297A01	\$4,059	Reid Thomas Whitmarsh	Corunna, ON , N0N 1G0	Lisa
743117P01	\$1,578	Jonathon Barry, Carolyn Ongena	184 Joseph StChatham ON N7L 3H1	Lisa
743216P01	\$2,275	Christine L Zelina, John E Zelina	Wilkesport ON N0P 2R0	Lisa
743264A01	\$5,753	Annalisa Rachael Lyn Shute	39 Ormond St SThorold ON L2V 1Y3	LJ Walters
743316P01	\$1,888	Tammy Harding, Dustin Harding	220 Cutress AveWelland ON L3C 2S8	LJ Walters
55785A03	\$3,741	Eric J MacDonald	236 Smith LineSombra ON N0P 2H0	Marianne
741371A01	\$2,874	Katherine Andrea Fleischer	1018 Lakeshore RdSarnia ON N7V 2V1	Marianne
743270A01	\$2,164	Margaret Olivia Mahu	268 Margaret AveWallaceburg ON N8A 2A5	Marianne
743328A01	\$2,845	Oceana Goncalves DaSilva	29502 Tupperville RdTupperville ON N0P 2M0	Marianne
743198C02	\$2,443	James Martin John McCarthy	680 Cathcart BlvdSarnia ON N7V 2N5	Marianne
740510P01	\$372	Jocelyne Burkhart	33 Eminence RdVaughan ON L4K 5K1	Marianne

New Business by Name				
Policy	Prem	Insured Name	Insured Address	Agent
743272P01	\$1,576	Laurie Smith, Gary Smith	269 Glenesk CresCorunna ON N0N 1G0	Marianne
743307P01	\$1,479	Amit Shinde	52 Fairview CrescentSarnia ON N7S 4C9	Marianne
743314P01	\$1,393	Lonnie George, Kathleen George	856 Denmark StSarnia ON N7V 2L4	Marianne
743318P01	\$1,402	Sandy Brundle	1194 Mathews AveSarnia ON N7V 3T8	Marianne
80970A01	\$2,407	Kristin A Squires	Sarnia, ON N7T 3E3	Matt
740640A01	\$4,629	Kraig Mathew Quagliotto	815 Tisdelle DrTilbury ON N0P 2L0	Matt
743306A01	\$1,794	David Goertzen, Katharina Goertzen	12281 Base LineThamesville ON N0P 2K0	Matt
65453C03	\$6,700	1560000 Ontario Inc C/O Nick Naclerio	2 Graham St, Blenheim, ON N0P 1A0Canada	Matt
743306F01	\$2,409	David Goertzen, Katharina Goertzen	12281 Base LineThamesville ON N0P 2K0	Matt
740354P02	\$1,073	Jordan Peter Lawrence, Kyra Denae Orgnero	791 Stanley StWindsor ON N8X 3B4	Matt
740412P02	\$1,967	John R Fisher, Tina Marie Fisher	1203 Pretty RdSombra ON N0P 2H0	Matt
742261P01	\$385	Shawn Gregory Kirk, Gabriell Keeshig	25 Mill StTara ON N0H 2N0	Matt
743298P01	\$2,334	Kyle Tofflemire, Jocelyn Tofflemire	22666 Mull RdKent Bridge ON N7M 5J4	Matt
80970U01	\$115	Kristin Squires	Sarnia, ON N7T 3E3	Matt
741993A02	\$1,464	Jacklyn Dawn Janssen	28 Wyandott StChatham ON N7M 2T3	Melina
743294P01	\$2,780	Mandy Roelofs	13183 Klondyke RdRidgetown ON N0P 2P0	Melina
743308P01	\$1,460	Charles McGuire	307 Saddle LnKingsville ON N9Y 4A3	Melina
743269A01	\$2,603	Ghassan Jaafar	4274 Pioneer AveWindsor ON N9G 2X1	PIB (BR)
743284A01	\$5,484	Chad Daniel Leo Daponte	486 Laval DrOshawa ON L1J 6P2	PIB (BR)
743290A01	\$4,462	Jessica Marie Loucks	141 Hill StCottam ON N0R 1B0	PIB (BR)
743302A01	\$2,213	Angela Louise Heinz	32 Cheyenne CtLeamington ON N8H 5E3	PIB (BR)
743305A01	\$3,337	Tyler St Louis	901-515 Riverside Dr WWindsor ON N9A 5K3	PIB (BR)
743287C01	\$2,344	Ashleigh Tucker	2-9 Old Hamilton RdPort Dover ON NOA 1N7	PIB (BR)
743290P01	\$1,729	Jessica Marie Loucks	141 Hill StCottam ON N0R 1B0	PIB (BR)
743302P01	\$1,680	Angela Louise Heinz	32 Cheyenne CtLeamington ON N8H 5E3	PIB (BR)
743317P01	\$2,157	Jeff Wilkinson, Karen Wilkinson	112 Beach CtStoney Point ON N0R 1N0	PIB (BR)
743303P01	\$1,544	Deborah Scherle	33 Sarah StThamesville ON N0P 2K0	PIB (RV)
743312P01	\$1,541	Caiden Segeren, Selina Gutteridge	550 Lacroix StChatham ON N7M 2X2	PIB (RV)
743280A01	\$6,699	Afram Ishak, Lesley M Ishak	772 Monsarrat AveLondon ON N5Y 4Y5	RJ Morris
743301A01	\$4,023	Sainikhith Arigela	Mississauga ON L5M 2M5	RJ Morris
743309A01	\$5,439	Jan Bos	384866 Salford RdBurgessville ON N0J 1C0	RJ Morris
743274F01	\$13,276	Duffy Line Farms Inc	373533 Duffy LineSalford ON N0J 1W0	RJ Morris
743274F03	\$9,863	David Debruyne, Carol Anne Debruyne	373533 Duffy LineSalford ON N0J 1W0	RJ Morris
743291A01	\$2,144	Brittany Flora A Major-Lemieux	4993 McNeely RdNavan ON K4B 0J3	Rozon
743281F01	\$4,269	Melissa Jones, Jeremiah Jones	4756 Rd 164Mitchell ON N0K 1N0	Rozon
743244P01	\$1,314	Robert Dickenson	16365 Cedarvale RdNewington ON K0C 1Y0	Rozon
743250P01	\$2,951	Ryan Wetzl	6838 James CresSummertown ON K0C 2E0	Rozon
743252P01	\$2,279	Lisa Smith, Cecil Chisholm	Martintown ON K0C 1S0	Rozon
743256P01	\$1,854	Gilles Leblanc, Monelle Proulx-Leblanc	Bainsville ON K0C 1E0	Rozon
743259P01	\$2,554	Carole Prieur, Norman Emar	North Lancaster ON K0C 1Z0	Rozon
743282P01	\$1,857	Brennan MacDonald	PO Box 196	Rozon
743283P01	\$1,654	Dylan Bradley, Kristina Martin	Plantagenet ON K0B 1L0	Rozon
740977A02	\$1,784	Laura Martin	123 Vanier DrChatham ON N7L 4G9	Shelby
743315A01	\$3,153	Joann N Tibbo-Mcdowell	Wallaceburg ON N8A 5A3	Shelby
743329A01	\$2,981	Matthew Terrance Lee McDonald	29501 Oakdale RdThamesville ON N0P 2K0	Shelby
743329C01	\$363	Sittin' Pretty Pet Grooming	29501 Oakdale RdThamesville ON N0P 2K0	Shelby
740524P02	\$345	Avah Brynlea Madison White	Apt 312	Shelby
743315P01	\$2,115	Joann N Tibbo-Mcdowell	Wallaceburg ON N8A 5A3	Shelby
743329P01	\$1,586	Matthew Terrance Lee McDonald	Thamesville ON N0P 2K0	Shelby
741985P02	\$1,925	Aung Laphai	2231 Moy AveWindsor ON N8W 2M7	Spadafora

CANCELLATIONS BY NAME					
POLICY	INSURED	ADDRESS	AGENT	REASON	PREMIUM
51010F01	Robert Kraayenbrink	4416 St Clair Pkwy PO Box 468 Port Lambton ON N0P 2B0	175	Change Companies	\$537
739927P01	Giovannina Naclerio	70 Chittim Rd Blenheim ON N0P 1A0	175	Changing Companies	\$1,928
742146A01	Leigh A Sheppard, Jonathan Jay Rogerson	7432 Sanderson Rd Port Franks ON N0M 2L0	HUB	Cheaper Premium Elsewhere	\$6,318
83642C01	Cary Templeman	73 O'Neil Street, Chatham, ON N7M 3A4 Canada	155	Coverage Placed Co-Op	\$270
13935P01	The Estate of Derek Bishop & Corinne & Dave Courteau	29598 Bishop Road Wallaceburg, ON , N8A 4L1 Canada	HUB	Coverage Placed Elsewhere	\$1,444
24991P01	Justin Cracknell	857 Vroom Avenue, Sarnia, ON N7S 2W9 Canada	HUB	Coverage Placed Elsewhere	\$1,326
51010P01	Robert Kraayenbrink	4416 St Clair Pkwy PO Box 468 Port Lambton ON N0P 2B0	175	Different Insurance	\$2,625
67960F01	The Estate of Edward Ovecka & The Estate of Johanna Ovecka	RR# 2, 30035 Hale School Rd Croton ON N0P 1K0 PO BOX 58, 22768 East Lawn Road,	160	Farm Sold (Deceased)	\$2,058
21556F01	Chatham Farms Ltd C/O McNevin, Gee & O'Connor	Chatham, ON N7M 5K1 Canada	141	Farm/Property Sold	\$4,313
743054A01	Isaak Neufeld Fehr	12672 Grove Mills Line, Thamesville, ON N0P 2K0 Canada	141	Found a Cheaper Place	\$4,257
77397A01	Rudolph & Laura Sennema	9 Cassie Crescent Strathroy ON N7G 4E3	140	Found Cheaper Premium	\$1,964
77397P01	Rudolph E. Sennema, Laura J Sennema	9 Cassie Crescent Strathroy ON N7G 4E3	140	Found Cheaper Premium	\$1,909
740412P01	Tina Marie Fisher	1203 Pretty Rd Sombra ON N0P 2H0	185	House Sold	\$1,116
739866A01	Lorraine Noseworthy	143 Albert St Wallaceburg ON N8A 1X8	145	Insured Elsewhere	\$1,169
27960P02	The Estate of Barbara Debergh C/O Douglas Debergh, Fay Debergh and Sarah Newkirk	9750 Sugar Beet Line, Dresden, ON N0P 1M0 Canada	141	Insured Passed Away	\$185
27960P02	The Estate of Barbara Debergh C/O Douglas Debergh, Fay Debergh and Sarah Newkirk	9750 Sugar Beet Line, Dresden, ON N0P 1M0 Canada	190	Insured Passed Away	\$185
51605P01	Patsy Labadie	215-109 Park Street Wallaceburg ON N8A 2B6	HUB	Moved into Retirement Home	\$407
58451P01	Terry Maynard	607 Joseph Street Florence ON , N0P 1R0 Canada	180	Moved to Another Company	\$1,408
71681P01	Nolan Philip Poppe	29258 Van Allen Rd Dresden ON N0P 1M0	175	Moved to New House	\$344
741105F01	Robert & Brenda Steckle	74875 Bronson Line Bayfield ON N0M 1G0	112	Moving Brokerages	\$9,091
743301A01	Sainikhith Arigela	5701 Montevideo Rd Mississauga ON L5M 2M5	117	No Longer Required	\$4,023
76623C01	Sheila Moor-Spanos	150 Delaware Avenue, Chatham, ON N7L 2W4 Canada	155	No Longer Required	\$309
740524P01	Avah Brynlea Madison White	790 Wallace St E Apt #110 Wallaceburg ON N8A 1M6	162	No Longer Required	\$403
742223A01	Charles E Dew, Mary M Dew	505996 Old Stage Rd Woodstock ON N4S 7V8	117	No Longer Required	\$2,700
741615P01	Maureen Kasza	780 Wonderland Rd S Unit #805 London ON N6K 1M4	117	No Longer Required	\$554
741405P01	Rebecca Ulch & Kyle Whaling	7808 Perth County Rd 131 Listowel ON N4W 3G9	112	No Reason Given	\$2,888

CANCELLATIONS BY NAME					
POLICY	INSURED	ADDRESS	AGENT	REASON	PREMIUM
741609A01	Collin Gerald Alexander Lefebvre	488 St Vincent St S Stratford ON N5A 2Y4	HUB	No Reason Given	\$1,524
49145A01	Donalda Kettle	Apt# 2 - 4160 Portland Road Petrolia, ON , N0N 1R0 Canada	145	No reason Given	\$1,172
742448P01	Dale Strong, Natalie Strong	120 Parkview Ln Stoney Point ON N0R 1N0	122	No Reason Given	\$1,380
49145P01	Donalda J. Kettle	Apt # 2 - 4160 Portland Road Petrolia, ON N0N 1R0 Canada	145	No Reason Given	\$630
32139A01	Korey Victoria Egan	75 Mary St Unit# 103 Chatham ON N7L 1A5	180	Non-Payment	\$2,071
741149A01	Sarah Margaret Lehman Brown	923 Schaeffer Outlook, Newmarket, ON L3X 1V9 Canada	185	Non-Payment	\$2,855
743063A01	Connor Bryant Byrne	941 Wilson Street Dresden ON N0P 1M0	189	Non-Payment	\$2,915
742464P01	Pamini Shanmugalingam	20 Magnolia Ct Belleville ON K8P 5M7	112	Non-Payment	\$2,325
741532P01	Christen Scott, Breanna McDonald	1009 Talfourd St Sarnia ON N7S 1B8	145	Non-Payment	\$386
76595P01	Brandon Kevin James Schaffer	780 Murray Street, Wallaceburg, ON N8A 1W3 Canada	160	Non-Payment	\$1,605
29446A01	Nicholas Michel Desrochers, Emily Jane Desrochers	212 Kathleen Ave Sarnia ON N7T 1E2	HUB	Placed Coverage Elsewhere	\$3,717
27950P01	Melinda Ellen Debergh	564 Gregory Drive East, Chatham, ON N7M 5J7 Canada	141	Placed Coverage Elsewhere	\$1,856
742177P01	My Nguyet Ly, Duc Huy Lau	108 Cherie Ct Belle River ON N0R 1A0	122	Policy Cancelled	\$2,255
741440A01	Fikri Kocadogan	633 O'Dell St Sarnia ON N7V 4H7	145	Policy Cancelled - Price	\$1,110
741519A01	Matthew Joseph Harris	4979 Lambton Line Croton ON N0P 1K0	175	Policy Cancelled - Price	\$5,454
13984P01	Thomas W. Blackburn, Pamela S. Blackburn	10 Nichols Drive, Blenheim, ON N0P 1A0 Canada	175	Policy Cancelled - Price	\$2,591
741349A01	Suzanne L Harris	4979 Lambton Line Croton ON N0P 1K0	175	Policy Cancelled - Price	\$2,278
741349P02	Suzanne L Harris, Bradley Roane	4979 Lambton Line Croton ON N0P 1K0	175	Policy Cancelled - Price	\$2,993
742241A01	Amanda Marie Covemaeker	29275 Mandaumin Rd Tupperville ON N0P 2M0	160	Policy Cancelled - Sold	\$1,841
739901P01	Kyle Holbrook, Kayla Holbrook	7869 Hillsboro Rd Plympton-Wyoming ON N0N 1J6	145	Policy Cancelled - Sold	\$2,493
13920P01	The Estate of Alfia Biscaro	38 Centre St PO Box 292 Courtright ON N0N 1B0	185	Policy Cancelled - Sold	\$659
740553A01	Candy L Gofenko	325-12 Sandra Crescent Wallaceburg ON N8A 2C4	175	Policy Cancelled -Price-CAA	\$1,185
740553P01	Candy L Gofenko	325-12 Sandra Crescent Wallaceburg ON N8A 2C4	175	Policy Cancelled-Price-CAA	\$463
13984A01	Thomas & Pamela Blackburn	10 Nichols Drive, Blenheim, ON N0P 1A0 Canada	175	Price Over \$1,200 Cheaper	\$3,796
44100F01	Lee Hunter	9300 Oldfield Line Tupperville ON N0P 2M0	141	Retirement	\$2,452
741805P01	The Estate of Shelley Hewer c/o Roger Hewer	68 Randall Rd Cambridge ON N3C 3L2	155	Sold Home	\$1,381
83225P01	Lindsay Diane Brown	163 Rosewood Cres Chatham ON N7M 0V4	180	Sold House	\$1,460
46034C08	Jandal Real Estate Holdings Ltd.	115 Lakeshore Rd W Mississauga ON L5H 1J3	175	Underwriting Reasons	\$3,038

CANCELLATIONS BY NAME

POLICY	INSURED	ADDRESS	AGENT	REASON	PREMIUM
742209A01	James Allen Smith	1370 Nottingham Ave Kingsville ON N9Y 3K8	122	Went Elsewhere	\$3,912
741080A01	Heidi Kathleen Nead	26 Victoria Ave Chatham ON N7L 2Z6	155	went elsewhere	\$2,056
741080P01	Heidi Kathleen Nead	26 Victoria Ave Chatham ON N7L 2Z6	155	went elsewhere	\$617