

FACILITY ASSOCIATION

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TO: MEMBERS OF THE FACILITY ASSOCIATION

ATTENTION: CHIEF EXECUTIVE OFFICERS

BULLETIN NO: F04-028

DATE: July 12, 2004

SUBJECT: RESIDUAL MARKET CLAIMS GUIDE (ALL PROVINCES EXCEPT ONTARIO)

I am pleased to advise you that the above revised publication is now available on our website at www.facilityassociation.com and is downloadable. Having this manual on our website offers the following benefits:

- Reduced printing costs for FA due to reduced demand for printed manuals
- Online users can be assured of using the current manual
- Users wanting print materials can print only the manual sections they need

The link to the Residual Market Claims Guide can be found by clicking on the tab marked “Bulletin Board” on our home page. Clicking the reference to the Claims Guide will take you directly to the manual. The most significant changes to this revised manual are as follows:

Page number	
7 & 10	Audit Scoring changes to Satisfactory and Unsatisfactory.
19	Split of Tort and AB to allow Tort legal reimbursement requests sooner.
20	Removal of \$10,000 deductible on Tort (not including legal) and add to schedule of items for reimbursement.
20	Added to schedule of items for reimbursement under AB
20	Added investigative services to the schedule of items eligible for reimbursement.
21	Added accountant fees, CRC reports, legal defence fees, OT assessments; Investigative services and translation fees to the schedule of items eligible for reimbursement.

If you have any questions regarding the manual they should be directed to Jill Hepburn, Vice President, Underwriting and Claims at jhepburn@facilityassoc.com.

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President and CEO