

TO: All Agents and Brokers (ALL CANADA)

BULLETIN NO.: ALL.AGCY 2024-05

DATE: December 23, 2024

SUBJECT: RESUMPTION OF OPERATIONS AT CANADA POST

On December 17, operations resumed at Canada Post. The objective of this bulletin is to communicate Servicing Carrier procedures to brokers/agents following the gradual resumption of postal services.

Please note:

- Distribution of cheques for premium refunds will be prioritized.
- Policy documents will be sent according to the initial date issued.
 - Agents/brokers are encouraged to continue to reach out to customers whose renewal contains coverage changes as a priority.
 - Customers who made several changes during the strike may receive documents out of order. Please remind customers to carefully review policy documents to ensure they are consulting the most recent ones.
 - For direct bill customers whose documents were redirected to brokers during the strike, Servicing Carriers will reprint and send these documents to customers.
- Registered letters concerning cancellation for non-payment will resume on **January 2, 2025**.

If you have any questions regarding this bulletin, please contact your Servicing Carrier.