

TO: All Agents and Brokers (ALL CANADA)

BULLETIN NO: ALL.AGCY 2024-04

DATE: November 15, 2024

SUBJECT: PROCEDURES IN THE EVENT OF A POSTAL STRIKE

The objective of this bulletin is to communicate Servicing Carrier procedures to brokers/agents in the event of a postal strike. Procedures pertain to cancellations, automatic withdrawals, company billing and refunds.

Digital Access to Policy Documents

If you have signed up for eDocs you will continue to receive all documents via the Servicing Carrier eDoc Tools.

Cancellations

Underwriting Reasons

In circumstance where a policy or coverage is being cancelled for underwriting reasons; in accordance with policy statutory conditions; Servicing Carriers may hand deliver registered letter of cancellations or deliver via courier services.

Agency Bill (Non-Payment)

Policy cancellations requested by brokers/agents will be held until the postal strike has concluded. Servicing Carriers will promptly issue notifications received from brokers/agents once the postal strike has concluded. Where there is “return premium” calculations will be applied using the date of issuance of the cancellation plus 18 days. Earned premiums will be calculated in accordance with the procedures stipulated in the FA Accounting & Statistical manual.

Automatic Withdrawals from Bank Accounts

Servicing Carriers will release withdrawal schedules for new business, renewals and policy changes to brokers/agents. Please note that during the postal strike, withdrawals will continue in accordance with payment schedules. In circumstances whereby brokers/agents receive payments from insureds to cover failed withdrawal attempts; Servicing Carriers must be notified and these payments forwarded promptly to Servicing Carrier offices. Once the postal strike has concluded; registered letter of cancellations will be promptly issued to insureds on outstanding accounts.

Company Bill to Insureds

Notices for new business, renewals and policy changes will be retained by Servicing Carriers until the postal strike has concluded. Broker/agents must make every effort to notify insureds of any outstanding amounts. Post-dated cheques for future amounts will be acceptable and/or where possible, electronic payments may be arranged. Servicing Carriers will hold cancellations until the postal strike has concluded and promptly issue registered letters of cancellations where payments are outstanding. Any refunds will also be held by Servicing Carriers and released to brokers/agents once the postal strike has concluded or where requests for pick-up can be accommodated.

Please note that Servicing Carriers will release policy documents to brokers/agents for distribution to insureds. Broker/agents may opt to either hand deliver policy documents or use any other appropriate means.

Claim Payments

Servicing Carriers will release claim cheques to insureds where requests for pick-up can be accommodated. Once the postal strike has concluded, undelivered cheques must be returned to the Servicing Carrier for mailing. Where possible, Servicing Carriers will support electronic payments directly to insureds.

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