

TO: All Agents and Brokers

BULLETIN NO: All Canada SC 2022-04

DATE: August 23, 2022

SUBJECT: FARM Service Standards 2022

Over the last several months our Servicing Carrier, Nordic Insurance Company of Canada (Nordic Insurance), has experienced a sustained influx of automobile applications and endorsement requests. As a result, the issuance of these policies, renewals and endorsements are outside service standards, as outlined under the Facility Association Plan of Operation.

Nordic Insurance with the support of Facility Association, has enacted plans to release individually rated Private Passenger, Commercial (excluding Interurban and Fleet), Public and Recreational new business, renewal and endorsement transactions that are currently outside of service standards. As such, over the coming months, you will notice an increased amount of processing activity and policy-specific communication from our Servicing Carrier as they focus efforts to process these transactions.

To address out of standard endorsements, Nordic Insurance will defer processing of mid-term endorsements to the renewal term, in instances where the renewal is pending issuance or has already been issued. Coverage will be held on impacted mid-term endorsements where an additional premium is anticipated, with written notice provided for your records. Mid-term endorsements will be processed where a refund to the customer is anticipated.

With your continued patience, we expect to see an improvement of service standards over the coming months.

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

Sonia Scattarelli

Director of Underwriting