

Facility Association Annual General Meeting

Michel Dionne, Chair
Board of Directors

March 11, 2026

Good morning Ladies and Gentlemen.

My name is Michel Dionne, and I am the Chair of the Board of Directors of the Facility Association. It is my pleasure to welcome you to the Annual General Meeting.

I've had the pleasure of serving on the FA Board since 2019, and in those five years I have watched this organization grow, evolve, mature and respond to an ever-changing industry.

In my first year as Chair, the experience has been no different.

I am extremely proud of all the work that has been done by the Board and staff, which has further solidified FA's presence and role within the industry.

A special thank you to my fellow Board Directors for their ongoing support, encouragement and engagement as I have settled into my new role.

With that, I would like to welcome my colleagues who are here with us today in person and welcome to those who are joining us virtually via our webcast. *Thank you for being with us.*

As we begin 2026, auto insurance continues to be an issue that has the attention of provincial governments and consumers.

Striking the balance between sustainability, affordability and choice remain both the challenge and the priority.

Reforms in Ontario are set to launch in just three months. By this time next year, we will have a completely new insurance model operating in Alberta. Nova Scotia has plans to introduce changes around this time next year as well and there are indications that Newfoundland & Labrador will also take a look at the system.

Rest assured, Facility Association's Board, management, and staff are focused on our Purpose and Mission of providing insurance in an ever-changing market and enhancing market stability.

We have been able to do so because FA has made significant strides in several key areas including strengthening its own IT infrastructure, modernizing the organization and systems, data governance and innovative responses to emerging issues.

Together, FA is moving ahead on achieving and executing on our stated purpose and strategic objectives.

Saskia will provide you with some details from an operational perspective in a few moments.

But right now, I'd like to provide you with an overview of the progress FA made in 2025 to deliver on our strategic priorities.

To begin, in preparation for the implementation of the FARM Rating Engine, FA transitioned away from the IAO Fleet Rater by re-engineering & internalizing Fleet rating.

We rolled out a new Fleet rating algorithm, and the development of the FARM Rating Engine development is underway for Commercial and Interurban rating and is slated for a soft launch in Q2 2026.

As part of our ongoing and evolving data governance, UIP reporting transitioned from IBC to IBM and an ASP/UIP data governance framework was established with GISA.

We continued to provide constructive input to governments where auto reforms are taking place, on challenges within the inter-urban segment and on matters of availability.

2025 marked the end of FA's most recent Strategic Initiatives, which meant the Board and senior management needed to regroup and map out what our priorities would be in the coming years.

We met in June and had a very robust and at times lively discussions on a number of issues.

While most of the attention was given to what FA should focus on, we also took the opportunity to talk about what would be out-of-scope for FA.

Sometimes those are the harder discussions to have, but it's also one that can provide greater clarity on the what the real priorities are for your organization.

So here is where we landed and what FA's strategic initiatives are for the next three years.

Broadly speaking, FA's strategic initiatives are grounded in being a trusted steward within Canada's evolving auto insurance landscape by leveraging strategic data-driven approaches, maintaining neutrality and the availability of insurance.

With that in mind, and in no particular order, here are FA's three strategic initiatives which will guide us in the coming years.

First – We will work to establish FA as the primary source for insights and solutions regarding insurance availability and its challenges by using data to identify emerging market gaps and proactively addressing underserved markets while preserving competitive balance.

Second – We will strengthen member, broker and agent enablement by simplifying interactions for brokers and agents through effective pricing tools, adopt operational models conducive to additional servicing carriers and support minimal member programming and overall industry cost effectiveness.

Finally, we will work to provide leadership in data governance and insights by solidifying our role as the industry's central data repository for residual markets. We will ensure data accuracy and credibility, share insights with system partners to inform policy, improve risk segmentation, and reduce reliance on the residual market.

Auto insurance continues to play a critical role within our economy, and the pace of industry change and market forces continually challenge member companies to improve their efficiencies and responsiveness. This is true for Facility Association as well.

On behalf of your Board, I would like to assure you that FA will continue to minimize our market presence and impact, while ensuring we continue to enhance the capabilities necessary to support the industry.

Before I conclude and hand it over to Saskia, I would like to take a quick moment to recognize three departing Board members.

Natalie: Thank you for your dedication and for pushing to improve the service level of our FA carrier.

Chris: Thank you for your precious advice and contribution to the FA transformation, and I am looking forward to see you providing further advice within the Data & Technology Governance Council.

Jean: Thank you for all those hard questions you raised and for never hesitating to speak your mind.

Your collective contributions to the Board and the organization are immeasurable and it has been a pleasure serving with you. Thank you.

I would like to once again thank and recognize my fellow board members as they continue to challenge the status quo and elevate the entire organization with their insight and foresight.

To our three Board Committees, you carry the lion's share of the work in Data & Technology, in Risk and Audit, and Governance and HR. And to the Advisory Committees, for all the work you do in claims, Actuarial, and Rates and Rules, and advising on UIP, and of course we are also supported by the Provincial Operating Committees. Thank you!

Saskia, thank you for your inspired leadership of Facility Association and thoughtful commitment to transformation. With those acknowledgements complete, I will now hand over the proceedings to Saskia for her remarks.