



Hurricane Fiona | Affinity Partner Message from John

Subject: Response to Hurricane Fiona in Atlantic Canada

To our partners,

Hurricane Fiona swept across many parts of the Atlantic this weekend, with strong winds, rain and storm surge resulting in widespread damage and power loss across many communities. As a result, we are seeing a significant increase in the number of property claims reported, mostly due to wind damage.

We have secured additional claims resources from across Canada, to ensure service levels are maintained as our claims team works closely with our vendor network to get customers and your members back on track. Customers may experience slightly longer response times from vendors, due to the high demand for their services.

Our top priority is the safety and security of our customers and those directly impacted by Hurricane Fiona. Please rest assured that we will get impacted members back on track as soon as possible. For immediate assistance, members and customers can call our dedicated claims reporting line 24/7 at 1-800-804-0087.

Our thoughts are with the community and residents impacted during this difficult time. We will provide further updates over the coming days as the situation develops. If you have questions or concerns, please don't hesitate to reach out.

Sincerely,

John Thompson

Deputy Senior Vice President, Business Development and Affinity