

## Keeping you informed: Temporary changes to you and your customers during Canada Post National Strike

Gore Mutual has been tracking the potential Canada Post strike and have put the following procedures in place to minimize the disruption to your customers' service.

In the event of strike action, all non-essential mail that is not outlined below will be held at Gore Mutual until the strike has been resolved. For any mail that needs to be sent to Gore Mutual, please use email. Courier services will continue as usual.

### **Policy documentation:**

Most policyholder documents that would usually be mailed via Canada Post will be delayed until the strike is over. Edocs will continue as usual. Edocs should be forwarded to your customers via email to ensure they are aware of any changes to their regular billing statement amounts to avoid NSF charges or policy cancellation.

### **Billing:**

If your customer wishes to pay by cheque, please have them deliver it to your office and you can forward it to our head office via courier. Refund cheques over \$500 will be sent directly to customers via courier. Refund cheques under \$500 will be held in our office until the strike is over. If an exception is required, reach out to our Billing team at 1-844-974-4673 or [billingteam@goremutual.ca](mailto:billingteam@goremutual.ca).

The reissuance of stale dated cheques will be suspended until the strike ends.

Please note Broker copies of billing notices are not sent via eDocs and will continue to be sent to your office via courier. It is important that you notify customers of any payment schedule or amount changes to avoid NSF charges or policy cancellation.

### **Claims:**

In the event of a claim settlement, we will process payments electronically where possible. If we don't have the required information to support electronic payment, an adjuster will reach out to your customer directly to determine next steps.

Please reach out to your customer as soon as possible if they are receiving weekly accident benefit payments via cheque so that they can reach out to their adjuster and make alternate payment arrangements while the strike is in progress.

We strongly encourage the use of electronic communications and payments to minimize disruptions caused by the strike action. Critical or regulatory letters will be delivered to customers directly via courier.

### **Pending or Final Cancellations:**

During the strike, all registered mail of pending or final cancellation notices will be delivered via courier. We will begin sending these out via courier on Monday, May 19, 2025 to ensure smooth delivery should strike action impact mail caught in the postal system. The courier will require a signature to confirm delivery. After two failed delivery attempts, the notice will be returned to Gore Mutual.

### **Additional services available to you and your customers:**

Brokers using eDocs will continue to receive policy documents as usual, while those with Guidewire access can view policy declarations, update policies, and make payments online.

Customers can pay by credit card on [goremutual.ca](https://goremutual.ca) (without sending card details via email), or, if this option isn't available, they can contact our Billing Team at **1-844-974-GORE(4673)** for assistance. Additionally, customers can make payments via internet banking, phone banking, or through a bank teller by selecting Gore Mutual Insurance as the payee and using their policy number as the account number.

We will continue to keep our broker partners and customers updated through our website as new information becomes available.