

October 2024 Member Mailer – Supplementary FAQs

What did members receive in the mail related to the opt-in and consent campaign?

Members would have received:

- A one-page letter outlining the reason for the communication
- A four-page FAQ that provided more details on Gore Mutual, Kingsdale Advisors and member communication-related questions

Which members received the letter and FAQ?

Any members who have not set their member communication preferences would have received the letter and FAQs from Kingsdale Advisors.

What is the purpose of the letter and FAQ?

The purpose of the letter was to encourage members to provide permission to receive member-related communications, as well as share their preferred method to receive such communications, and encourage them to do so via electronic delivery versus mail.

The letter has a reference number on it but no policy number. What is the reference number for?

The reference number is generated by Kingsdale Advisors as part of the registration process of providing your member communication preferences. The letter does not contain your policy number. Neither Gore Mutual nor your broker has access to the reference number.

Why did I receive a call from Kingsdale Advisors?

Kingsdale Advisors has also been calling members to encourage members to provide permission to receive member-related communications, as well as share their preferred method to receive such communications, and encourage them to do so via electronic delivery versus mail.

If I update my address or phone number with Kingsdale, will this also be updated on my policy?

No, Kingsdale is only updating member-related information. If details related to your policy have changed, you will still need to separately update these details with your broker.

If I opt-in and consent to receive member communication electronically, will my policy documents be sent electronically as well?

No. Providing your preference to receive member communications electronically will only allow you to receive that communication by email. Your policy documents will continue to be mailed by Gore Mutual, they are unable to send policy documents by email at this time.

If my spouse and I are both listed on the policy, do we both have to give our communications preferences?

No, only one of you would need to set the member-communications preference but can add additional email addresses to ensure all joint holders receive member-related communication.

Can you answer my questions on member communication preferences?

No, Gore Mutual staff work with your broker to manage your policy-specific details. For any questions regarding your mutual membership, voting rights etc., you will need to speak to Kingsdale directly.