

Communication from The Personal – Fort McMurray Wildfires (UPDATE)

Based on the gravity of the current situation in Fort McMurray, The Personal has improved the process previously set up. In order to ease the settlement of property and auto claims, various measures have been put in place.

As an example of its devotion and commitment to its clients, The Personal is launching a series of special policies in addition to the previous measure that were instituted.

Property Policy Coverage

- For Additional Living Expenses resulting from the evacuation order, despite the fact that the policy provides coverage for up to 14 days, The Personal, in this exceptional situation, has extended this coverage to 30 days;
- The amount of the advance has been increased;
 - The majority of our clients will received a total advance of \$5,000;
- In the fortunate event that the client's actual losses do not reach the total of the advance, we will not be requesting the difference to be returned;
- The deductible is still postponed;
- We are helping our clients to calculate and establish the amount of their additional living expenses;
 - We provide them with a spreadsheet.

Auto Policy Coverage

- In regards to the exceptional situation, The Personal has adopted a large interpretation of the automobile loss of use coverage (the client must have Endorsement no. 20 – Loss of Use);
 - We wish to support our clients by providing coverage for the vehicle rental costs made necessary by the loss of use of their vehicle left behind in the region of Fort McMurray.

Premiums

As well, considering this extraordinary situation, we have decided that any property or auto claims related to wildfires in Fort McMurray will not have any impact on future premiums.

Clients requiring claims information or help should please call [1-888-785-5502](tel:1-888-785-5502)