

TIPS AND TRICKS TO PROTECT YOURSELF

Tips to Prevent Water Damage

Our Loss Prevention team is looking at water damage risk when visiting your homes and businesses. The following are some tips to help prevent water damage:

OUTSIDE

- Install eaves trough around the entire edge of your roof.
- Clean your eaves troughs and downspouts so they are free of leaves and other debris.
- Ensure downspouts extend at least 2 metres (6 feet) from your home.
- Inspect your foundation for cracks and repair if needed.
- Grade your lawn so it slopes away from your home.
- If you trim the lawn at the foundation of your home with a weed eater, look to see if a trough has been created on the edge of your foundation that can trap water. If a trough exists, then fill it in with soil to prevent water from seeping down the foundation and into your home.

INSIDE

- Inspect the water hoses on your appliances and replace them if they are worn and make sure the hose connections are tight.
- Ensure your sump pump is in good working order. Check to see the float

is clean and moves easily.

- Battery back-up for your sump pump will keep your sump pump operating when the power is out for short periods of time. If you have a battery back-up, test it monthly to ensure it works properly.
- Install water detection and monitor devices that alert you if a leak occurs and shut off the main water supply to your home.
- Check the caulk and grout around your bathtubs and showers for cracks and reseal if needed.
- Refrain from pouring oils and fats down drains to prevent blockage.

Protecting your home on vacation

- **Ask a neighbour or friend for help.** Prior to leaving for your vacation, ask someone you trust to keep an eye on your home and make sure he or she has your contact information so you can be notified in the event something happens. Ask this person to bring in your mail and flyers as a build-up of mail is a visible sign to others that you are not home. Arrange to have your driveway and walkways kept clear of snow. If you normally park your car in your driveway, then you may want to ask a neighbour to park in your driveway so that it looks as though you are home.
- In order to maintain your insurance

coverage for water related losses when you are away for more than four consecutive days, **you need to either drain your pipes and shut off the water or ask someone to check your home daily** to make sure the heat is maintained and your sump pump is working properly.

- **Install and set automatic timers.** Automatic timers on some lights in your home that go on and off at certain times during the morning and evening will give the appearance you are home.
- **Complete a final check of your home.** Walk around your home to make sure that all of your doors and windows are locked. If you have an entrance to the inside of your home from your garage, lock that door to prevent access to your home should someone gain access to your garage. Remember to make sure your vehicles are locked and if you have a garage door opener, place the unit inside your home to prevent access to your home should your vehicle be broken into.
- **Unplug your electronics and small appliances.** If you take a few minutes to unplug your electronics and small appliances, then they will be unharmed if a power surge occurs while you are on vacation.



ENTER TO WIN!

Once again we are pleased to offer you a chance to WIN a discount certificate to be applied against your 2020 – 2021 insurance premiums.

Please read the enclosed information and complete the "tear off" section. Completed entry forms can be returned to us by mail or taken into your insurance representative's office, and they will forward it to us. All entries received before Tuesday, April 14, 2020 will be entered into a draw for one of six discount certificates to be applied to your insurance premium with our company.

1st prize is a \$400 discount certificate, 2nd, 3rd, 4th, 5th, and 6th prizes are \$200 discount certificates. The draw will be made at the Board of Directors meeting to be held on Tuesday, April 14, 2020.

THANK YOU FOR PARTICIPATING!
GOOD LUCK TO YOU & CONGRATULATIONS TO THE 2019 WINNERS.

WE ARE NOT RESPONSIBLE FOR LOST ENTRY FORMS, OR ENTRY FORMS THAT ARRIVE AFTER APRIL 14, 2020. WINNERS WILL BE NOTIFIED BY MAIL.

BAY OF QUINTE MUTUAL GIVES BACK

Bay of Quinte Mutual takes pride in being part of the rural communities in South Eastern Ontario. We show our support and appreciation to our rural communities by participating in or contributing to various community events, projects and awards.

Agriculture has always played a major role in our company. In honour of our agricultural roots, we make donations to various agricultural organizations and sponsor several agricultural awards. We were proud to continue our involvement and support with 4 H, help some local people participate in the Royal Agricultural Winter Fair in Toronto and Farmland Park.

We believe it is important to be a community oriented company and throughout the year we supported a number of local community projects. In 2019 we became the Presenting Sponsor for five years of the Ranney Gorge Run, a fundraising event supporting the Campbellford Memorial Hospital Foundation. The run in 2019 raised \$23,000

for the Campbellford Hospital. Fundraising for a new hospice in Quinte West began in 2019 and we were proud to donate \$10,000 towards the construction of the new building. We partnered with the Umbrella Project to expand the program to the Quinte area. The Umbrella Project provides our students with social-emotional learning experiences to help our future generations proactively develop the coping skills to navigate and overcome the inevitable challenges of life. The proceeds from our 26th annual charity golf tournament were donated to Almost Home in Kingston. Together with our mutual friends, brokers and business partners we were thrilled to present Almost Home with a cheque in the amount of \$11,372. Alzheimer Society of Hastings / Prince Edward, Strong Kids YMCA Belleville, Torch Ride, a number of local Canada Day celebrations, the Picton Food Bank and the Picton Santa Clause Parade were among other organizations we were pleased to support during the year.

NEWSLETTER CHANGES

For years, our annual newsletter to our policyholders had three components – the notice of the Annual General Meeting, highlights of the financial statements for the year and general articles. The look of the newsletter is changing this year to reflect our updated logo and colours. The highlights of the financial statements will not be included in the newsletter. It has become difficult to complete the year-end audit, approve the financial statements, print the annual newsletter and get it in the mail to you in order to provide our policyholders with adequate

notice of the Annual General Meeting. For those reasons, the Board decided to change the content of the annual newsletter.

Our audited financial statements will be posted to our website at www.bayofquintemutual.com. If you would like to receive to a copy of the financial statements, please contact our office and we would be happy to email or mail you a copy of the statements. The notice of the Annual General Meeting will also be posted to the website.



Box 6050, 13379 Loyalist Parkway
Picton, Ontario, K0K 2T0



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NOTICE OF ANNUAL GENERAL MEETING

The 146th annual general meeting of the policyholders of the Bay of Quinte Mutual Insurance Co. will be held at:

Battersea United Church

2217 Wellington Street

Battersea, ON

Thursday March 12, 2020 at 11:00 a.m.

- To receive the financial statements and the auditors' report for the year ending December 31, 2019
- To appoint auditors for the year 2020
- To elect directors

OUR KEYNOTE SPEAKER AT THE MEETING WILL BE: SAM MACLEOD

Mr. MacLeod is the Fund Development Manager with Almost Home in Kingston. He will introduce you to Almost Home and the help it provides to families with children receiving care in hospital.

ELECTION OF DIRECTORS:

The directors whose term of office will expire at the annual meeting are:

Zone 2: Mr. Calvin Thomas

Zone 3: Mr. Dalton Arthur

Zone 9: Mr. Richard (Dick) Williams

These gentlemen are all eligible for re-election.

Application for directorship must be received according to By-Law One, article 23 by 11:00 a.m. on February 26, 2020. One director is required for each of zones 2, 3 and 9.

CLARIFICATION OF ZONES:

Zone 2: Wards of Bloomfield, Hallowell, Hillier, Picton and Wellington in the County of Prince Edward

Zone 3: County of Frontenac, City of Kingston and all points East

Zone 9: Townships of Loyalist, Greater Napanee and Stone Mills and Ward of Sophiasburg in the County of Prince Edward

All policyholders are cordially invited. This is the policyholder's meeting and any suggestions that might be of benefit to the company will be welcomed.

If you plan to attend this meeting, please call 1-800-267-2126 to reserve a seat by Friday February 28, 2020.



CHAIR'S REPORT TO POLICYHOLDERS

On behalf of the Board of Directors, it is my pleasure to report to our policyholders the highlights of 2019. This year is the third time I have been Chair of the Board. 2001 is the first year I had the honour of being Chair and in that year, Bay of Quinte Mutual had gross premium of \$9.4 million, assets of \$17.6 million and surplus of \$9.6 million. Today our gross premium is \$25.5 million, assets have grown to approximately \$65 million and the surplus is approaching \$40 million.

I would like to begin my report thanking my fellow Directors, our team at Bay of Quinte Mutual and our broker partners for their dedication to our company and for the service they provide to our mutual policyholders.

As Chair, I have had the opportunity to attend industry meetings and conventions in Ontario, across our great country and in the United States. The insurance industry continues to evolve and change and these meetings and conventions are an opportunity to learn about and keep current with the issues and challenges facing our industry. One of the major issues facing the industry is the increase in weather related claims, in particular water and wind. Our company's claims results are similar to that of the greater industry and we need to discuss these challenges at all levels of our company and determine what we need to do moving forward. In our decisions, the insurance protection needs of our policyholders will be balanced with the financial impact it has on Bay of Quinte Mutual.

You will notice a change to the format of this year's newsletter. The balance sheet, statement of surplus for the protection of policyholders and statement of earnings are not in the newsletter. The change to the newsletter was done in an effort to provide more notice of our Annual General Meeting to our policyholders. The audited financial statements will be posted to our website after they are approved by the Audit Committee and we expect them to be posted during the last week of January.

As I write this report to you, the annual financial audit is taking place. Since the audit is not final, I am not able to report

on the exact financial results. 2019 was a challenging year financially – the year started out with a higher than normal number of wind and water related losses. In addition to the weather losses, 13 major fire losses were reported in 2019. The number of large fire losses in 2019 was double our ten year average. I expect we will end 2019 with an underwriting loss of approximately \$600,000. The financial markets this year performed much better than in 2018 and we expect the investment income will offset the underwriting loss and we will end the year with a positive bottom line.

Supporting and investing in local communities is important to Bay of Quinte Mutual. Each year, the Board establish a community support budget and a Committee is responsible for deciding what projects our company supports. There is more about this topic in our newsletter. I would like to extend a special thank you to our team in the office for the work and effort that goes into our annual charity golf tournament. Each year, the Chair selects a charity to receive the proceeds from the tournament and this year I was proud to present a cheque in the amount of \$11,372 to Almost Home in Kingston.

The Board continues its focus on corporate governance. Corporate governance provides guidance and direction to our team to keep Bay of Quinte Mutual moving in the right direction. Annually, the Board review and update when necessary the policies that guide the company. The Strategic Business Plan was updated during the year and the Board reaffirmed its commitment to the strategic business objectives and updated the three year financial plan. Risk management is a constant consideration in our decision making and I believe it has improved our decision making process.

I would like to express my sincere appreciation to our policyholders for your loyalty and support shown to our company.

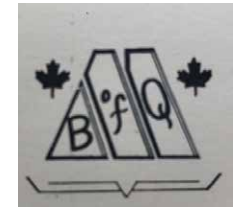
Mutually yours,

Dalton Arthur

NEW LOGO AND WEBSITE

Our logo was refreshed and a new website launched in 2019. The logo refresh and website was a major project our team worked on throughout the year.

The overall look and design of the logo remains unchanged but it has a more contemporary look with crisp colours and a current font. This is the evolution of our logo over the years



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Our website has been in need of updating for some time and with the help of CandyBox the project was completed and it was launched on our company's 145th anniversary. We are proud of how it looks and the information it provides to our policyholders. We now have a company blog that will be updated throughout the year with information we hope you find useful and other items of interest about your company. The website address is unchanged and we encourage you to have a look at www.bayofquintemutual.com.