



26 November 2013

To: Users of The Broker's Workstation and/or The Underwriter's Workstation

Dear Valued Client:

Re: The Broker's Workstation and The Underwriter's Workstation – Important Releases and Changes

Custom Software Solutions Inc. (CSSI) is pleased to announce the release of the following enhancements and newest features to **The Broker's Workstation (TBW)** and **The Underwriter's Workstation (TUW)**:

Contents

1. **Changes to The Broker's Workstation to prepare for "Automobile Statistical Plan" and "Usage-Based Automobile Insurance Pricing" in Ontario** – The Broker's Workstation has been updated in preparation for upcoming changes to Ontario's Auto Insurance Policy.

1. Changes to The Broker's Workstation to prepare for "Automobile Statistical Plan" and "Usage-Based Automobile Insurance Pricing" in Ontario

Recent changes introduced by GISA (General Insurance Statistical Agency) will come into effect January 1, 2014. The changes include new data elements and discount indicators, Vehicle Rate Group reporting requirements, Commercial Vehicle Type of Use classes, and current coding requirements. A usage-based auto insurance pricing model is being introduced by some carriers in Ontario. The Broker's Workstation has been enhanced to incorporate the changes.

In preparation for the release of the Auto Reform changes, please ensure you complete the following:

1. Review this document to familiarize yourself with the relevant changes made to TBW.
2. Contact our Client Services Team at clientservices@cssionline.com (email) or 1-888-291-3588 (toll-free telephone) for assistance in updating your system with the required enhancements.

Carrier underwriting changes have been incorporated into TBW and released for the following companies:

- Algoma Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Coachman Insurance – Effective Jan. 1, 2014 NB & RN
- Dufferin Mutual Insurance
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Echelon – Effective Nov. 1, 2013 NB & Jan. 1, 2014 RN
- Germania Farmers Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
- Gore Mutual – Effective Dec. 1, 2013 NB & RN
- Halwell Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Hamilton Township Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Howick Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Kent & Essex Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- L & A Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- North Waterloo – Effective Dec. 15, 2013 NB & RN
- Northbridge – Effective Dec. 1, 2013 NB & Jan. 1, 2014 RN
- Optimum Insurance – Effective Nov. 1, 2013 NB & Dec. 1, 2013 RN
- Peel Maryborough
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Peel Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Pembrige/Pafco – Effective Nov. 1, 2013 NB & Dec. 1, 2013 RN
- Portage Mutual – Effective Nov. 1, 2013 NB & Dec. 1, 2013 RN
- Royal SunAlliance & Western Assurance – Effective Jan. 1, 2014 NB & Feb. 15, 2014 RN
- South Easthope Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- The Guarantee – Effective Nov. 1, 2013 NB & Dec. 1, 2013 RN

- Town & Country Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Trillium Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Unica Insurance
 - PPV – Effective Dec. 1, 2013 NB & Jan. 1, 2014 RN
- Wawanesa
 - Misc. Auto – Effective Dec. 1, 2014 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Westminster Mutual
 - PPV – Effective Dec. 1, 2013 NB & RN
 - Commercial – Effective Jan. 1, 2014 NB & RN

Development has been completed for the following companies, and we are waiting approval from the company to release:

- Aviva & Aviva Traders – Effective Jan. 1, 2014 NB & Mar. 1, 2014 RN
- Economical, Perth & Waterloo – Effective Jan. 1, 2014 NB and Mar. 1, 2104 RN
- Intact & Novex – Effective Jan. 8, 2014 NB & Mar. 1, 2014 RN
- Wawanesa – PPV – Effective Mar. 1, 2014 NB & RN

The following companies are in development, and we have approval to release:

- Germania Farmers Mutual
 - Commercial – Effective Jan. 1, 2014 NB & RN
- Unica Insurance
 - Misc Auto – Effective Jan. 1, 2014 NB & Feb. 1, 2014 RN

As this information becomes available, we will continue to add company rates to TBW.

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Please share this information with the appropriate TBW and TUW users in your office(s). Once you have reviewed this document, if you have any questions regarding these features or need further assistance in their usage, please contact our Client Services Team at clientservices@cssonline.com (email) or 1-888-291-3588 (toll-free telephone).

Thank you for using The Broker's Workstation and The Underwriter's Workstation.

Yours sincerely,

Custom Software Solutions Inc.



Microsoft Partner

Gold Independent Software Vendor (ISV)