



January 6, 2016

TO: ALBERTA BROKERS  
SASKATCHEWAN BROKERS  
MANITOBA BROKERS

CC: ALL STAFF

RE: SMI EMERGENCY CLAIMS SERVICE

After Hours Emergency Claims Service is a critical service that SMI has been proud to provide to you and our policyholders. We strive to provide superior claims service to our mutual clients and more importantly after hours when emergencies occur. Policyholder's require solid direction and assistance when they experience losses which disrupt regular business operations for the commercial client or living conditions for the habitational client. We intend to connect adjusters that are preauthorized by SMI to contact our policyholders in these emergency times of need, to ensure we know the adjuster assigned to the loss has the knowledge of SMI's policy and claim requirements.

Our company website includes our After Hours Emergency Claims Service contact information for all three provinces. Attached is a copy of the provincial contact information page. Please be sure to check this information out on our website under the 'Brokers Only' tab. This information is also available to our policyholders on our Home Page. The link to our company website is [www.saskmutual.com](http://www.saskmutual.com).

There is also a message included on our Head Office afterhours phone message system. Our marketing representatives also have a recorded message on their business phones.

We continue to make every effort to extend After Hours Emergency Claims Service to our valued clients, you, the broker and our policyholders.

Yours truly,

A handwritten signature in black ink that reads 'West Moroziuk'.

West Moroziuk, B. Comm., CRM, FCIP, BAC  
Vice President, Claims

WM/wh  
Enc

**MANITOBA – Entire Province**

ClaimsPro Adjusters 204-985-1777 (24-Hour Service)