



KINGSWAY GENERAL INSURANCE COMPANY
THE SPECIALTY INSURER

Broker Bulletin

February 4, 2009

Notification of Fax Malfunction Update

To All Kingsway Brokers:

Kingsway General Insurance Company regrets to advise we are experiencing technical difficulties relating to the receipt of fax communications, a situation outside of our control. Kingsway uses multiple fax lines for the receipt of this type of communication. Currently there are now **5 of 12** such lines functioning. This affects both incoming and outgoing communications. Although the fax lines are functional there is a restriction in the number of actual faxes that will reach the intended destination because of the reduced number of lines currently available.

This may cause delayed fax mailings or missed fax mailings entirely, affecting claims reporting communications as well as other faxed documentations. Bell Canada is working diligently to correct this malfunction. In the interim we suggest that email be used in lieu of fax communications, wherever this is possible. This will reduce the number of faxes being received and thereby assist in reducing the number of lost faxes.

A bulletin will be released as soon as this problem has been rectified and fax functionality has been fully restored.

Kingsway General Insurance thanks you for your patience and cooperation.

Thank you for your continued support.

Sincerely,

Grace Kemp CIP, ACS
National Marketing Manager

Our operating principles.....Fair, Accurate, Courteous, Timely

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