



Your redesigned
policy documents
are easier to read
and understand

The documents in this renewal package are updated so you can easily understand your policy details. Wawanesa is pleased to present changes that will help us better serve your insurance needs.

Your renewal package may include:

- Statement of Account or Monthly Automatic Chequing Payment Notice
- Cover Page
- Policy Declaration
- Insurance Wordings
- Liability Insurance Card
For auto insurance policyholders in applicable regions

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WAWANESA.COM/YOURPOLICY



Wawanesa
Insurance

How to read your Wawanesa Statement of Account

The diagram shows a sample 'PERSONAL PROPERTY POLICY STATEMENT OF ACCOUNT' from Wawanesa Insurance. It includes fields for 'NAME AND ADDRESS', 'BROKER OFFICE', 'Policy Number', 'Invoice Number', and 'Policy Period'. Yellow callout boxes provide explanations for these fields: 'Notice Date' (Oct 01, 2019), 'Policy Number' (10000050), 'Invoice Number' (91013), and 'Policy Period' (From Sep 30, 2019 to Sep 30, 2020 12:01 A.M.).

PERSONAL PROPERTY POLICY STATEMENT OF ACCOUNT

Notice Date
Oct 01, 2019

The **Notice Date** specifies when the Statement of Account was issued.

NAME AND ADDRESS
JOHN DOE
123 SOMEPLACE ST
CALGARY AB T2C 2C1

BROKER OFFICE
NORTHERN ALBERTA
AB
Broker Number: NAB2

Policy Number
10000050

Invoice Number
91013

Policy Period
From Sep 30, 2019 to Sep 30, 2020 12:01 A.M.

The **Policy Period** is the effective and expiry dates of your policy term.

Your **Policy Number** uniquely identifies each of your policies. Please note that your **Policy Number** has changed.

We are introducing **Invoice Numbers** to easily align payments with policies. Use your new **Invoice Number** if you make online payments to Wawanesa.*

* If you make online payments to Wawanesa through your financial institution, you need to set up Wawanesa Insurance as a payee with your Invoice Number.

Questions and Answers

Why did my policy number change?

Wawanesa is upgrading systems to better serve our policyholders. As policies move to the new system, each one is assigned a new policy number.

Do I need an invoice number to pay online?

You now need to include your invoice number if you make online payments directly to Wawanesa, either at wawanesa.com/onlinepayment or through your financial institution. If you are billed by your broker, you cannot make online payments to Wawanesa so you won't receive a Statement of Account or a Wawanesa invoice number.

I have more than one Invoice Number.

How do I know which to use when paying my bill?

If you have more than one policy with Wawanesa, you may have more than one Invoice Number. Please use the Invoice Number on your Statement of Account to apply payments to that policy.

I use Wawanesa's Monthly Automatic Chequing (MAC) service. Do I need to do anything to make sure my payments continue to be automatically withdrawn?

No, your monthly payments will continue to be withdrawn as scheduled. If you would like to change your payment plan, please contact your insurance broker.

I did not receive a Statement of Account or Payment Notice in my renewal package. What should I do?

These documents are sent to policyholders who submit payments directly to Wawanesa. If you are billed by your broker, you don't need a Statement of Account or Monthly Automatic Chequing Payment Notice. Please contact your insurance broker if you have any questions. They will ensure you have the information you need.

My last policy package included a detailed wording booklet with policy coverage information. Will I receive one this year too?

Wawanesa has discontinued insurance wording booklets. Your policy-specific insurance wording is now included with your package. The new design presents information you need, in an easy-to-navigate format.

My policy package is a lot larger than the one I received last year. Why is there so much paper this time?

As mentioned above, Wawanesa has discontinued insurance wording booklets. Your package is larger as we have included all of the wordings which apply to your policy. Future renewals will include fewer documents, as we will only reprint wordings where there have been changes to your policy.

I have several Wawanesa insurance policies. Will I be receiving new policy documents for all of them?

Yes, you will receive new documents, along with new Policy Numbers and Invoice Numbers (if required), as policies are updated.