

Subject: Organizational Update

Good afternoon,

Since assuming the role of Senior Vice President, Sales and Marketing in January this year, Jim Spitali has demonstrated significant progress in our sales and marketing strategy roll-out, including establishing strong relationships with our customers across the country. As acting Senior Vice President, Operations, Jim was able to leverage his operations experience during customer engagements to bring a diversified perspective and broad set of solutions for future growth.

I believe there are important strategic benefits to a closer alignment of our sales and operations teams. To that end, I am pleased to announce that Jim Spitali will be appointed Chief Operating Officer for Sagen MI Canada effective November 1, 2023. This change will further empower our leadership team to execute on our commitment of best in industry customer service.

Please join me in congratulating Jim on his expanded role.

If you have any questions or concerns related to this update, please feel free to contact your appropriate Sagen representative below.

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Thank you,

Stuart Levings

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