

## **Subject: Homeowners Impacted by Natural Disasters**

Natural disasters are becoming more frequent and severe each year causing significant harm to communities across Canada. At Sagen, we recognize the devastating impact these events can have on homeowners, including the potential for prolonged financial hardship. We are committed to supporting those affected by working closely with our valued Lenders to provide meaningful relief to Sagen insured homeowners during these times of crisis.

Effective immediately, Sagen will allow lenders to offer up to six (6) months of payment deferral or capitalization relief of principal and interest for their Sagen insured borrowers. Lenders may implement this solution without prior approval from Sagen, provided that:

- The natural disaster event is either a wildfire or flood,
- The homeowner(s) are experiencing temporary financial hardship as a result of the event, and
- The payment deferral or capitalization aligns with the Lender's internal policies.

Through this ongoing collaboration, we aim to give borrowers the time and support they need to recover, rebuild their lives, and restore their communities.

Requests related to other natural disaster events will be considered under our regular Homeowner Assistance Program (HOAP). To learn more about our HOAP program, please contact us via the options below:

- Website - Homeowner Assistance Program [www.sagen.ca/products-and-services/hoap/](http://www.sagen.ca/products-and-services/hoap/)
- HOAP hotline - 1.844.711.4627
- Email - [homeassist@sagen.ca](mailto:homeassist@sagen.ca)

If you have any questions, please reach out to your Sagen representative listed below:

Name	Title	Phone	E-mail
Ivy Budisavljevic	V.P. Business Development	416.986.7152	<a href="mailto:ivy.budisavljevic@sagen.ca">ivy.budisavljevic@sagen.ca</a>
Marc Shendale	V.P. Business Development	905.287.5392	<a href="mailto:marc.shendale@sagen.ca">marc.shendale@sagen.ca</a>
Kiki Sauriol-Roode	V.P. Business Development	905.287.5379	<a href="mailto:kiki.sauriol-roode@sagen.ca">kiki.sauriol-roode@sagen.ca</a>
Sabrina Smith	V.P. Business Development	514.972.4489	<a href="mailto:sabrina.smith@sagen.ca">sabrina.smith@sagen.ca</a>
Carlo Montagnese	V.P. National Sales	905.938.7643	<a href="mailto:carlo.montagnese@sagen.ca">carlo.montagnese@sagen.ca</a>

Regards,



**Jim Spitali**

Sagen

Senior Vice President & Chief Operating Officer

Phone 905.287.5307

Email: [jim.spitali@sagen.ca](mailto:jim.spitali@sagen.ca)