

August 21, 2014

Letter to Dealers – Update from Trisura on GWG Warranty Canada Limited

Please note that capitalized terms used in this document will be defined herein, or will have the same meaning as set out in our letter to dealers dated August 15, 2014.

Trisura is in a position to provide specifics around the management of Covered Claims. You may communicate the details to all of your store locations and to your customers beginning immediately. We have prepared a condensed version of this information intended for the Contract holder audience. You may distribute that in its entirety if you so choose.

- Trisura has appointed Cornerstone United Ltd. (“Cornerstone” or the “Administrator”) to act as the Administrator for Covered Claims.
- Contract holders may obtain instructions and the necessary forms to submit their claims at www.CornerstoneUnited.com/GWG
- Contract holders may contact Cornerstone at 1-855-963-8519. This is a toll free call within Canada. The greeting message will direct callers to the website, though a Contract holder who has already submitted their forms or who has a question can speak to a live representative.
- The forms and instructions will be available on the website **beginning tomorrow, August 22** 2014. We have done our best to make this available as quickly as possible.
- Trisura will be contacting any Contract holder who has called or emailed Trisura regarding their claim. We will also be adding links to the claims forms and publishing the toll free number on our website www.trisura.com
- Dealers have a more complete list of their Contract holders who have been impacted by GWG’s insolvency, and we would like dealers to contact these customers.
- Claims will be settled according to the terms and conditions of the Contract. Settlement offers made by GWG were often outside the terms and conditions of the Contract, and Trisura reserves its rights to revise offers made by GWG to ensure that they are within the terms and conditions of the contract.
- The Contracts provided for repair or replacement of the device with one of like kind and quality.
- Cash settlement offers were not contemplated by the Contracts, though from a practical standpoint this may be a reasonable way of resolving some claims, particularly claims that were In-Progress Claims. Any cash settlement offer made under a Contract will be based on the cost of a refurbished/repackaged phone of the same make and model, not the cost of a brand new phone.

- Claims for devices that have failed may be resolved by repairing the device. Many devices can be repaired for less than the deductible that the Contract holder would have to pay for their claim. Contract holders in situations such as this should be directed to a repair facility. Customers may ask their dealers for a recommendation, or Cornerstone may provide some references for local repair facilities if required.

Thank you for your understanding as we have been working toward providing a practical solution as quickly as possible. This has been a trying time for Contract holders, Dealers and Trisura alike. We will keep you posted during the coming weeks and months. If you have specific concerns, please do not hesitate to contact Glen Shaw glen.shaw@trisura.com.

Sincerely,

TRISURA GUARANTEE INSURANCE COMPANY