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Hello,

We previously communicated to you the exciting news that effective July 1, 2025, Johnson Insurance[1] ("Johnson") Group Benefits and Travel operations are coming together with belairdirect[2].

As of July 1, 2025, group benefits coverage administered by Johnson will be administered by belairdirect Agency Inc. and travel insurance coverage underwritten by Royal & Sun Alliance Insurance Company of Canada ("RSA Canada") will be underwritten by Belair Insurance Company Inc.

No action is required by you. The following information and processes will remain the same during this transition:

- Login information to *My Insurance* (username and password) will remain the same. The look and feel will simply be rebranded to belairdirect.
- You can continue to use your current coverage card for health, dental and travel insurance needs, including in the event of a travel medical emergency, as your policy information is not changing. We will issue a new coverage card with your renewal document, Communiqué, later this year.
- Johnson's claims administrator number is being assigned to belairdirect as of July 1, 2025, so while your coverage card still indicates that Johnson is your group benefits claims administrator, your new administrator is belairdirect.
- All email addresses previously listed as @johnson.ca will be redirected to the new @belairdirect.com inboxes. This is also the same with bookmarked websites that were previously tagged to johnson.ca. They will be redirected to belairdirect.com
- To ensure a smooth transition, we will transfer your policy information, including your personal information, payment information, and any applicable consents and authorizations to belairdirect. We remain committed to the protection of your privacy. If you have any concerns regarding the transfer of your personal information, please contact privacy@belairdirect.com

[1] Johnson Insurance is a tradename of Johnson Inc. ("Johnson").

[2] ®belairdirect. is a registered trademark of Belair Insurance Company Inc. used under license. belairdirect Agency Inc. and Belair Insurance Company Inc. are part of the Intact Financial Corporation group of companies.

Rest assured; you will continue working with the same team of insurance professionals you've come to know over the years.

We also wanted to provide answers to commonly asked questions that you may have regarding this change:

- **Recently submitted a claim?** Our claims process is unchanged by this announcement. We will continue to process your claim as per our normal process.
- **Have any questions about your policy or need to make a change?** You will continue to be serviced by the same dedicated and trusted team. Our contact information remains the same.
- **Have an upcoming premium deduction?** Any deductions or payments after July 1, 2025 will show on your bank account as belairdirect.

Notice of Service Interruption

To enable this transition and ensure the appropriate system updates can be made, please be aware of the following outages:

My Insurance will be out of service between June 28 at 5:00pm EST to July 2 at 6:30am EST. During this time, your pharmacy, dentist, or other healthcare provider can still submit claims on your behalf.

Our phone queue is also completing an update and will be out of service on Monday, June 30 and will be back up and running on normal business hours on July 2.

Get to know us

With belairdirect, you can expect the same level of service you know and trust. You can count on us to simplify your life and to be there when you need it. We're confident that going forward, we will continue to be the insurance partner you can count on. If you have any questions regarding this change, you can contact us Monday to Friday between 8:30am - 4:30pm EST at 1-877-406-9007.

Thank you,

Marie-Lucie Paradis
Senior Vice President

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