

1. What is the sharing economy?

The sharing economy is a new, rapidly growing market in which people offer to rent their assets – such as their car or home, or services as a driver – to their peers through online platforms. These platforms provide information on both the consumer and the provider of the services and assets, including ratings from previous users, allowing for a level of trust that otherwise would be difficult to establish.

2. What is ridesharing and how does it work?

Ridesharing is a relatively new industry in which drivers, using their personal vehicles, are matched with passengers through simple and convenient GPS-enabled mobile apps. Passengers have the benefit of convenience and safety – they're given the driver's name, car model, license plate number and rating through the application. Passengers can watch their driver's progress towards the pickup point on their smartphone; payment is handled automatically via a credit card stored within their ride-share account. Drivers have a flexible source of income based on a schedule of their choosing.

3. What is Uber?

Uber operates a technology platform that allows users to obtain and pay for on-demand transportation and logistics services provided by an independent contracted driver, through an application for use on mobile devices. Founded in 2009, it is one of the fastest growing companies in history. They have an evolving business model that initially started as a high-end livery, black car service in California, that grew to include ridesharing in 2013. Their GPS-enabled mobile application allows passengers to organize pre-arranged trips with independent contractors who act as ridesharing drivers. Car owners can use their vehicle to make some extra income with a flexible work schedule.

4. Which Uber operations are you insuring?

Intact Insurance only insures Uber's ridesharing operations. Examples of ridesharing in Uber's current product suite include UberX, UberXL, Uber Select, UberHop, UberPool and UberWAV. There are also drivers who participate concurrently in ridesharing and the delivery of food (UberEATS). In such cases, we will provide coverage under Intact Insurance's commercial insurance policy purchased by Uber.

For drivers who only deliver food under the UberEATS platform and do not participate concurrently in ridesharing, there is no coverage under the Uber commercial policy. These customers should contact their broker or agent to purchase insurance for this, as would any customer making deliveries for other companies.

5. Why is Intact involved and why have you chosen to develop this product?

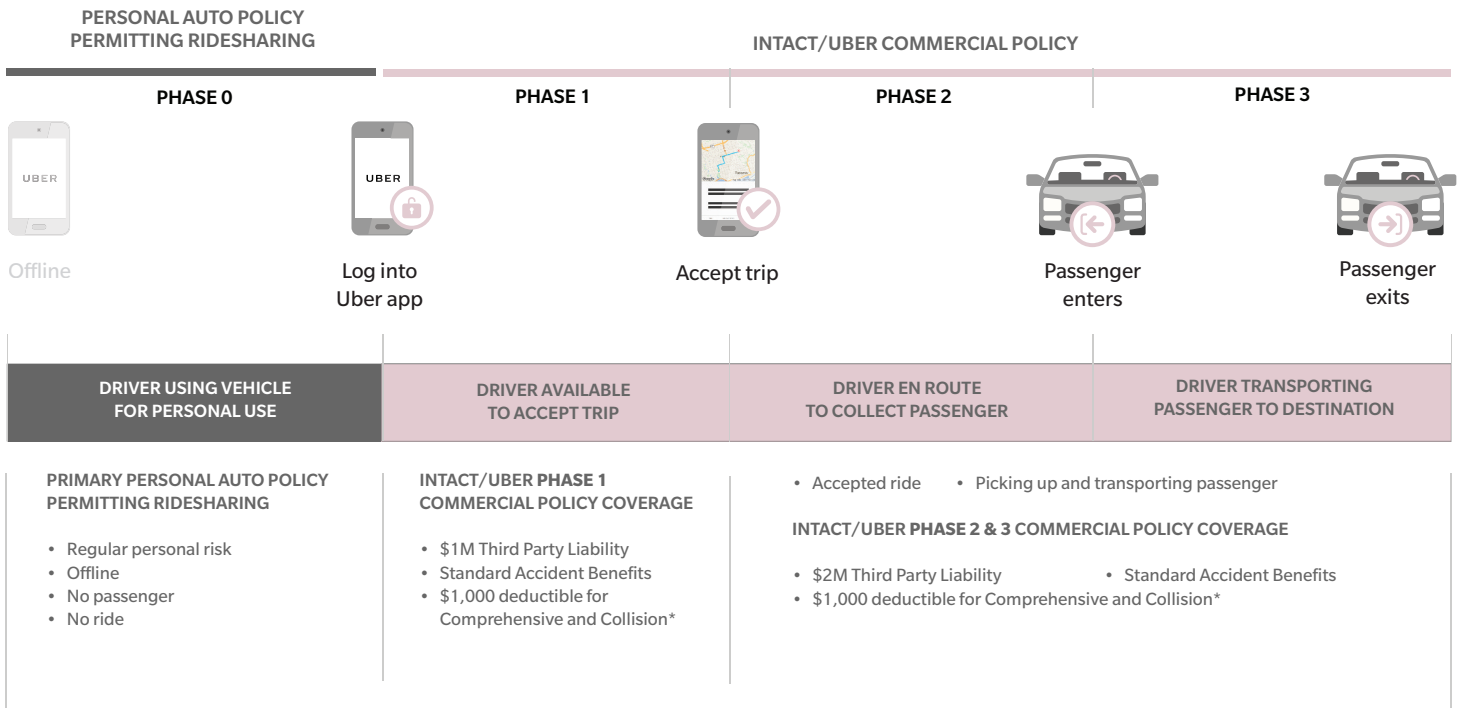
Intact's core business is focused on consumer protection and meeting the insurance needs of Canadians. With the growing popularity of the sharing economy, we are adapting our product suite to offer innovative solutions to meet the changing needs of consumers and ensure they are well protected.

6. How does Uber's insurance coverage work in Ontario?

Intact Insurance, Novex and Jevco have modified their underwriting guidelines to allow for ridesharing on their personal auto insurance policies at no additional cost. Drivers participating in ridesharing must inform their broker or agent, who should then advise the personal auto insurer of the customer to ensure they are properly protected for non-ridesharing use of the vehicle.

Uber has a primary commercial insurance policy with Intact Insurance that provides coverage to all vehicles, drivers and passengers from the moment drivers make themselves available to accept a ride request, to the moment passengers exit the vehicle. The Uber commercial insurance policy provides coverage up to the following limits:

- \$1 million Third Party Liability for phase 1
- \$2 million Third Party Liability for phases 2 and 3
- Standard Accident Benefits for phases 1, 2 and 3
- Comprehensive and Collision coverage with \$1,000 deductible payable by drivers for phases 1, 2 and 3. Only drivers who hold comprehensive and collision coverage on their personal auto policy will be eligible for this coverage under the Uber commercial policy.



*Comprehensive and Collision insurance coverage for physical damage is only available under the commercial policy to participating Uber drivers who have this coverage on their personal auto insurance policy.

7. What kind of proof of insurance is provided for Uber’s commercial policy?

An electronic certificate of automobile insurance can be accessed through the Uber Partner mobile application. In the event of a traffic infraction or an accident occurring while participating in ridesharing, drivers should refer to this document.

8. Are Uber drivers penalized on their personal automobile insurance policies for driving incidents occurring from the moment they make themselves available to accept a ride request, to the moment passengers exit the vehicle?

Uber has a commercial insurance policy in place with Intact Insurance that provides coverage from the moment drivers make themselves available to accept a ride request, to the moment passengers exit the vehicle. Any claims arising during this time will be made against the Uber commercial policy. Drivers should reference the Uber electronic certificate of automobile insurance (available on the Uber Partner mobile app) in order to ensure Uber-related claims do not affect their personal auto policy. Drivers should contact their broker or agent if they are charged for a claim that happened while participating in ridesharing with Uber. Intact Insurance will provide participating drivers with a letter to give to their personal auto insurance company, which will confirm that the claim is being charged to the Uber commercial policy. Driving infractions may follow the individual, potentially affecting personal auto policies of drivers.

9. Will driving infractions on the commercial policy affect personal auto policies of drivers?

There is no difference in how we handle MVR’s with regards to Uber. Any chargeable convictions that appear on the MVR affect the personal auto policy.

10. Are optional insurance coverages included on Uber drivers’ personal automobile insurance policies, like replacement cost or reimbursement for loss of use, covered under the Uber commercial policy?

The Uber commercial policy offered by Intact Insurance provides coverage from the moment drivers make themselves available to accept a ride request, until the moment passengers exit the vehicle. This policy does not provide any optional coverages, regardless of what is included on the customer’s personal auto policy, other than Comprehensive and Collision (physical damage) coverage. Comprehensive and Collision coverage, with a \$1,000 deductible, is only made available to drivers who have this coverage on their personal auto policy. This policy also provides Third Party Liability coverage and Standard Accident Benefits coverage.

11. How does this affect customers who are enrolled in the my Driving Discount® program?

There is no change to the current process for customers who are enrolled in my Driving Discount and want to participate in ridesharing with Uber.

12. Does the policy limit the number of hours a driver can drive for Uber?

The policy does not limit the number of hours the driver can drive for Uber. Drivers are covered whether they drive full or part time.



13. Are PPV's on IRCA policies eligible to participate in Uber?

There is no restriction on Intact's commercial policy issued to Uber around the types of vehicles allowed; however, Uber may have limitations. The driver must contact Uber to learn more.

14. Who should Uber drivers contact in the event of a claim?

In the case of an accident, drivers should contact Uber via email or their Uber Partner mobile application, in accordance with Uber's claims reporting procedure. Uber will record the details of the incident and provide it, along with a digital log record, to Intact Insurance, who will then process and adjust the claim. Drivers can also call Intact Insurance's dedicated number for Uber claims at 1-866-470-2335.

15. Which policy is intended to provide primary insurance coverage, for accident benefits claims, made by an Uber driver?

The Intact commercial policy is intended to provide primary coverage and respond to any claim for standard accident benefits by a rideshare driver in priority to any other policy which they are insured on. The commercial policy does not provide coverage for optional accident benefits.

For Intact Insurance, Novex and Jevco auto customers, drivers may choose to claim on other policies where they could be eligible for certain accident benefits, including optional accident benefits.

For rideshare drivers with policies with another insurer, coverage for optional accident benefits should be discussed directly with this provider.

16. Which policy is intended to provide primary insurance coverage, for accident benefits claims, made by a passenger, pedestrian or other person involved in an accident with a rideshare vehicle?

For passengers, pedestrians or other persons involved in an accident with a rideshare vehicle, the priority rules set out in the Insurance Act dictate that they would have to claim against their personal auto policy first. If they do not have a personal auto policy, their next recourse is against the insurer of the driver/vehicle they were in or struck by. In this instance, the intent is that the Intact commercial policy would provide primary coverage.

17. When will ridesharing products be available in other provinces?

Since July 1, 2016, Intact Insurance has been providing a ridesharing policy to Uber as well as tailored personal auto policies for customers in Alberta who participate in ridesharing. We are also working with regulators in Quebec to develop a workable solution.

18. Why is Intact only working with regulators in Alberta, Ontario and Quebec?

Currently, Uber only operates in these three provinces. As Uber expands, we will work with insurance regulators to offer ridesharing insurance coverage options in other provinces as well.

19. Which broker are you working with?

All brokers have the opportunity to provide Intact Insurance, Novex or Jevco personal auto insurance policies that permit ridesharing in Ontario. The commercial lines policy that covers all drivers and passengers from the moment drivers make themselves available to accept a ride request, to the moment passengers exit the vehicle is provided to Uber through its Canadian broker, AON Reed Stenhouse Inc.

20. Will ridesharing products be offered to other companies that enter the market?

Our personal auto insurance policy holders will be allowed to participate with any ridesharing company, provided that the ridesharing company has adequate commercial insurance coverage in place from the moment drivers make themselves available to accept a ride request, to the moment passengers exit the vehicle.

21. Are there plans for Intact Financial Corporation to offer more products for the sharing economy?

Yes, the sharing economy is a new, rapidly growing market expected to grow to \$335 billion in revenue by 2025, up from \$25 billion today. We see opportunities for growth and innovation in this area and will develop insurance products to meet the changing needs of consumers.

22. How will Intact respond to concerns from the taxi industry?

Businesses across all industries are being challenged to keep up with consumers' evolving needs and expectations. As Canada's leading property and casualty insurer, our job is to be there, when and where consumers need us, which is why we are developing these products. This new coverage will ensure we can continue to provide brokers and their customers with outstanding service and support.

23. Should underwriters, agents or brokers ensure that Uber is legal in their customers' municipalities before advising them that commercial coverage is available through Intact Insurance?

In Ontario, insurance is regulated by the Financial Services Commission of Ontario (FSCO). As our insurance product has been approved by the provincial regulator, its coverage is available throughout Ontario. Depending on the level of liability coverage mandated by the bylaws in each municipality, the Uber commercial policy will provide the necessary coverage in that municipal jurisdiction. As an insurance company, it is our job to ensure that the proper coverage is in place to protect Ontarians. Municipal licensing is also important, however, licensing is outside of the mandate of Intact or the jurisdiction of FSCO and any questions regarding licensing or the legality of ridesharing at the municipal level should be directed to Uber.

24. How will this coverage affect brokers?

All of your customers, regardless of their personal auto provider, can be assured that they automatically have protection under the Uber commercial policy provided by Intact Insurance, from the moment they make themselves available to accept a ride request, to the moment passengers exit their vehicle. With the safety of Ontarians as our top priority, this structure ensures that, on day one, there will be no questions surrounding the insurance provided to Uber drivers. Intact Insurance, Novex and Jevco have made slight modifications to their personal lines underwriting guidelines to confirm that drivers operating for Uber, or with other ridesharing platforms that have the proper commercial insurance in place and remain protected under their personal auto insurance policies for non-ridesharing related activity. For more information on our Uber insurance coverage, visit our microsite intactmyshare.com.

25. Do I have to process a change to my customer's auto insurance policy if they participate in Uber?

If your customer is insured with Intact Insurance, Novex or Jevco, there is no change to their personal auto policy wording, however, a note must be added to their policy file in Savers Plus or Contact with the below verbiage. For new business, the note can be made when the policy is bound.

The note must state:

Insured participates in ridesharing with Uber
Vehicle(s) used (model year, make, model):
Driver(s):

26. Does Uber mileage affect annual mileage on the personal lines policy?

No, the personal auto policy is based on the annual kilometres driven for personal use only.