

Good afternoon,

RE: Air Miles Decommissioning:

As we move forward, we continue to evaluate and prioritize the evolving needs of your members to ensure we are offering products, programs, and services that provide value and make it easy for them to do business with us.

With this in mind, and after careful review and consideration, we have made the decision to discontinue the Air Miles Rewards program and our partnership with Air Miles will come to an end on December 31, 2022.

What this means for your members

Members who purchase or renew a home or car policy after December 31, 2022, will no longer be able to earn Air Miles points through Johnson Insurance. We have ensured that any points your members collect up to and including December 31, 2022, will not be affected.

We value your loyalty and the partnership we have build with you and your members over the years. We remain committed to investing in key areas such as pricing, product offering and digital self-serve tools, and, as always, we remain focused on ensuring you and your members receive the best service we can provide.

Please feel free to refer to the attached FAQ document for additional details. We will be in touch in the coming months to ensure references to the program are removed from any documentation or sites.

Until then, should you have any questions, please don't hesitate to reach out to me directly.

Thank you,



John Thompson
Deputy Senior Vice President, Business Development - Affinity

Affinity partner FAQs

- 1. Who should members contact for questions regarding their current Air Miles points collected through Johnson Insurance?**
 - Members with questions regarding their points collected through Johnson can contact our Customer Care Centre at 1-888-737-1689 or connect with us through Chat on johnson.ca.
 - Members can also log in to their Air Miles account to review their statements.
- 2. If a member purchases a new policy prior to December 31, 2022, and pays their premium in full, will they be awarded Air Miles points for the entire policy term?**
 - All points collected up to and including December 31, 2022, will not be affected. If a customer pays for their policy in full prior to December 31, 2022, they will be awarded 1 Air Mile for every \$20 paid.
- 3. With the Air Miles Rewards Program being removed, what additional perks or benefits can we share with our members?**
 - We look forward to continuing to provide your members with exceptional personal insurance.
 - Becoming part of Intact means our organizations will now benefit from each other's expertise and processes to keep improving the way we serve our partners and customers.
 - We're simplifying insurance by offering more ways to interact with us at their convenience with a full digital suite of tools including app, client centre and web chat to name a few. In the future, we will make these tools available to your group and will share details on how to really benefit from them.
 - We remain focused on ensuring you and your members receive the best service we can provide.
- 4. Who should members contact for questions regarding their current Air Miles points collected through Johnson Insurance?**
 - Members with questions regarding their points collected through Johnson can contact our Customer Care Centre at 1-888-737-1689 or connect with us through Chat on johnson.ca.
 - Members can also log in to their Air Miles account to review their statements.
- 5. If a member purchases a new policy prior to December 31, 2022, and pays their premium in full, will they be awarded Air Miles points for the entire policy term?**
 - All points collected up to and including December 31, 2022, will not be affected. If a customer pays for their policy in full prior to December 31, 2022, they will be awarded 1 Air Mile for every \$20 paid.
- 6. With the Air Miles Rewards Program being removed, what additional perks or benefits can we share with our members?**
 - We look forward to continuing to provide your members with exceptional personal insurance.
 - Becoming part of Intact means our organizations will now benefit from each other's expertise and processes to keep improving the way we serve our partners and customers.
 - We're simplifying insurance by offering more ways to interact with us at their convenience with a full digital suite of tools including app, client centre and web chat to name a few. In the future, we will make these tools available to your group and will share details on how to really benefit from them.
 - We remain focused on ensuring you and your members receive the best service we can provide.