

Dear Mr. Stuart Wilkinson,

I am writing this comment as a homeowner who has experienced a total loss of my home in April 2019, and as a grieving mother who lost my son Dec 4, 2020, as a result of the property insurance claim and the great deal of stress it has put on me and my two sons who lived with me at my home. I will attempt to tell my story here briefly as possible, whilst following the FSRA guidelines for submitting this feedback regarding treatment of vulnerable consumers.

At FSRA, we value your feedback and take the time to carefully review all comments before posting them publicly. We kindly ask that you keep in mind that there are certain types of comments that we are unable to publish.

- 1.) names of individuals
- 2.) names of organizations, other than the organization the commenter represents
- 3.) names of companies' products
- 4.) links to external websites or social media pages profanity

Please summarize your feedback on the Consultation on FSRA's Proposed Approach to Strengthening Protection of Vulnerable Consumers to meet the criteria listed above. The deadline for you to submit comments is March 8, 2024

I have lived in my home for 20+ years and never experienced flooding like what happened in April 2019. My entire house flooded and there was damage throughout. I am a mental health worker with children in a hospital of a major Canadian city. I purchased flood insurance for my home, and paid additional premiums for the added coverage I thought I would receive should such an unfortunate event take place. The flooding went on for weeks and there was a state of emergency declared in the news.

Unfortunately, my insurance coverage only provided indemnity for 1 room in my home. Every other neighbour on my street received a total replacement either by modular home or rebuild. After the flooding we returned home and tried to do our best to fix things in the 1 room Insurer would pay for because I did not have additional funds available immediately to do what my neighbours were doing - which was demolishing their flood damaged houses. My house began to stink from the mould growth and bacteria, and my health began to suffer along with the health of my 2 sons. On Dec 4, 2020 my son with severe autism took his own life due to the distress.

I have recently had open heart surgery, and I am back to work but I am extremely tired and I am very disappointed with my insurance company. The adjuster who came out to assess damages called my now deceased son the R-word onsite. The independent adjuster working for the insurance company has made my life a living hell. The I.A. works with the Umpire who completed the Dispute Resolution process on my claim (I can't name names, but) they both teach courses together at the IIC. They are comrades. Umpires are supposed to be impartial when mediating the Appraisal process a.k.a. Dispute Resolution. The Umpire was not impartial, he is friends with the Independent Adjuster.

These are HUGE companies, and I don't stand a chance fighting against them. I hired a lawyer.

I received funds from the (I don't think I can name the public entity but its government funded) and much of these funds went to pay my lawyer his reasonable fees, and also went towards endless engineer, soil, and construction estimates that the insurance company and independent adjuster demanded of me/ my lawyer. My house is now rebuilt because of this public money only, not because of the insurance company which I paid my premiums to over the past 20 years - which seems like a real shame. I looked up the 2019 Insurance FactBook which states that the insurance industry collected \$12,419,000,000.00 NWP (net written premiums). That is \$12.4 Billion dollars in layman's terms that the property part of the industry got.

The dollar graph breakdown of the same 40-page report, includes: 55% claims, 21.7% operating expenses, 14.1% total taxes, and 9.2% net profit. \$1,142,548,000.00 - or \$1.1 Billion in profits. When homeowners are suffering after a loss this makes it seem like the regulator could be doing a bit more to even the scales. I have always paid my insurance premiums for 20 years. But my insurance company would not help me in my time of need, and I lost my son as a result.

I put in a complaint regarding the situation to the regulator, and they told me there's nothing they can do - to finish my trial and let them know the result. So, that is what I have done. I am following up with the regulator currently, but it does not seem like any enforcement action will be taken for the reprehensible behaviour of the insurance company. I now have a mortgage on my house which I don't know how I will pay as I am approaching retirement in the next ten years. It feels like my problems don't matter to those with the power to help me - to those I trusted.

I am heartbroken and at a loss. My yard is just a mud-puddle because I cannot afford landscaping, etc. I am terrified that rising river waters may reach my street again (I don't have a luxurious waterfront property, just a home that happens to be somewhat near a river). I have lived in my house for so long that the thought of leaving really hurts. I planned to retire here. My daughter owns a house nearby. This is my community.

I am nearly bankrupt at this point. I have done everything that I can to get through this past 5 years but it feels like I am still going through hell on a regular basis as I appeal the court decision based on 2 buddies' decision that are senior representatives for major corporations in the insurance industry. It feels like there is collusion and bias within the insurance industry, and it seems like the companies have more resources than the regulators. My lawyer has done so much hard work, and he is fair, understanding, collaborative, cooperative, but firm. These two individuals with the backing of a Goliath corporations have worn my lawyer down, and they have definitely worn me down.

If I had saved my insurance premiums (instead of purchasing insurance after I finished paying off my mortgage) I would have had more money to fix my house than the \$17k they "indemnified" me with to fix 1 room. I will be destitute if I cannot figure out some solution. My hope is that the regulator would reach out to me and assist me somehow - look at my paperwork, appraisal (because my lawyer did a great job on it), claims handling, and results - and suggest how I might negotiate a proper settlement with Insurer, because so far I do not feel as though the insurance company has played a fair game with myself and my 2 sons at home.