



Travelers to Acquire The Dominion of Canada General Insurance Company

CUSTOMER FAQ

1. What did Travelers and The Dominion announce?

- Travelers has agreed to acquire The Dominion of Canada General Insurance Company and will combine it with Travelers Canada.

2. Why are these two companies combining?

- The combination will create an organization with substantially greater product breadth and geographic reach within Canada, capable of providing even better service to customers.

3. What can I expect from the new company?

- Travelers and The Dominion share a similar culture and set of core values. Both companies have grown their businesses over the past century by providing customers with high-quality products and services. That will not change.
- Over time, the combined organization expects to deliver an even higher level of service by bringing you more products, more efficiently and effectively, and providing you more localized service through its larger distribution network.

4. When does this change take place?

- The transaction is expected to close in the fourth quarter of this year, subject to regulatory approvals and other customary closing conditions.
- Until then, both companies will continue to operate independently.

5. Will my coverage change?

- Your coverage will not change as a result of this transaction, and you will not see any change in service levels.

6. Does this change require any action from me?

- The transaction will not require you to take any action at all.

7. Will the terms or features of Travelers Canada or The Dominion products be modified?

- The terms of your current policy will not change. If anything, you should be able to select from a broader range of products as the integration moves forward.

8. Who do I call if I have a claim?

- The outstanding claims service we are known for will not change. Click [here](#) for a listing of our local claims numbers across Canada.

9. Will I have access to The Dominion and Travelers products through the same broker?

- Yes.

10. Where can I go for more information?

- Travelers Canada will have additional information on this website as it becomes available. If you have any questions moving forward, please direct them to our customer service team and we will work to get you an answer.