August - September 2026

Frequently Asked Questions

These Frequently Asked Questions (FAQs) are for use in relation to communications with the Policyholders of Kent & Essex Mutual and Maple Mutual, and other interested parties with respect to the pending ***Becoming One*** *proposal.*

The respective Boards of Directors of K&E and Maple have proposed ***Becoming One***, on or about January 1, 2027, as the Kent Essex Maple Mutual Insurance Company, also to be known as KEM Mutual, through a formal Amalgamation Agreement.

The necessary due diligence has been undertaken, and both Boards agree the amalgamation will be of net benefit to applicable policyholders, staff, agents, broker partners, and communities served.

The plan to ***Become One*** must be approved by the respective Policyholders of K&E and Maple, the Financial Services Regulatory Authority (FSRA) of Ontario, and certain industry partners. Each Policyholder has the opportunity to vote FOR or AGAINST the proposal at each company's Special General Meeting scheduled for September 15, 2026 at 4:30 p.m. EDT. Additional information is available on each company's website at *kemutual.com* and *maplemutual.com*. The purpose of this document is to give those in contact with Policyholders clarifying information in the form of **Q**uestions **& A**nswers regarding the respective Boards' decision to pursue ***Becoming One***, legally defined as amalgamation.

Q1: *What is this proposal to* ***Become One*** *really about?*

A1: The idea behind K&E and Maple coming together is really about creating a resilient, local, future focused mutual insurer which can make the necessary investments in people, processes, technology, and data to support its policyholders. As with most financial services entities, people want more out of their insurers these days. Our aim is to deliver more to our policyholders, while remaining relevant and competitive in a consolidating industry, both within and outside the Ontario mutuals.

Q2: *As a Policyholder of either K&E or Maple, how will this affect me?*

A2: As it relates to your insurance policies in force, there will be no immediate effect on your policies, coverage, rates, ongoing claims, ability to initiate a claim, or payment methods.

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Q3: *Will I deal with my usual Broker or Agent regarding my insurance with K&E or Maple?*

A3: Yes. Your current Broker or Agent will remain your point of contact with respect to your policies. If your Broker or Agent retires or moves on from their current role they will be backfilled by another Broker at the same insurance brokerage, or another Agent at Maple. If you are ever in doubt about who to contact, simply reach out to K&E at 1.800.265.5206 or via email at *info@kemutual.com*, or Maple at 519.683.4484 or *support@maplemutual.com*.

Q4: *What about pricing? Will the proposed amalgamation end up costing me more in insurance premiums? Will I see a reduction in my insurance premiums as a result of the proposed amalgamation?*

A4: Premiums will not increase as a result of amalgamation. In fact, part of our reason for proposing this amalgamation is to help keep insurance premium costs down. Insurance costs are driven by a number of factors. The leading drivers of costs in insurance are claims, reinsurance, technology and staffing. A larger insurance company, such as the proposed Kent Essex Maple Mutual, is able to reduce costs in all these areas on a per policy basis over time following an initial integration period. However, KEM Mutual will not be immune from pressures affecting the industry, including inflation.

Q5: *What about the K&E and Maple Staff Members?*

A5: K&E and Maple Staff Members will generally continue in the same roles they have today. There will be some shifts and changes over time as some roles take on broader accountabilities, while others may become a bit more specialized in order to serve policyholders better. If anything, we expect there will be more roles created in both Dresden and Chatham as the new KEM Mutual expands its capabilities and continues to focus on creating better policyholder experiences through all phases of a policy life cycle.

Q6: *Will I still be able to run for the Board of Directors of the new Kent Essex Maple Mutual if they Become One?*

A6: Yes. Policyholders will still be eligible to run for the Board of Directors of the new, combined entity of Kent Essex Maple Mutual as Board roles become vacant.

Frequently Asked Questions

Q7: *Who will the initial KEM Mutual Board Members be?*

A7: The initial thirteen (13) KEM Mutual Board Members are slated to be: Paul Badder (M), Judy Cibulka (M), Jennifer Douglas (K&E), Tony Lauc (K&E), Shawn Bustin (M), Rich Daly (M), Peter Letkeman (K&E), Bill Rhodes (K&E), Leanne Segeren-Swayze (K&E), André Mailloux (K&E), Tim McIntosh (K&E), Sarita Vandernaalt (K&E), and Steve Vanek (M).

Q8: *Will the Dresden office remain open?*

A8: Absolutely. The proposed Kent Essex Maple Mutual is fully committed to retaining a minimum of two locations in Chatham-Kent. This is part of our commitment to the communities we serve, which is a fundamental principle of a mutual insurer.

Q9: *I hear the Chatham office of K&E is moving from its current location on Creek Road? What's up with that?*

A9: K&E has outgrown its Chatham office on Creek Road and is moving into newly renovated premises in the former offices of Corteva Agriscience, previously known as Pioneer, at 7398 Queens Line in Chatham in 2027.

Q10: *How will Becoming One impact our communities?*

A10: Becoming One as the Kent Essex Maple Mutual Insurance Company will serve to help Chatham-Kent, Windsor-Essex, and neighbouring jurisdictions in Ontario. This is because we will continue to work with our Broker Partners, Agents, Staff and Board Members in making significant, ongoing, and lasting contributions to the communities we serve. One example is employment. In ***Becoming One*** we secure well over a hundred professional jobs in Chatham-Kent and surrounding areas. When you add the spinoff benefits from brokers, body shops, restoration companies, rehabilitation providers, and all the additional suppliers it adds up to a significant and positive economic impact in our communities. We look forward to continuing to make these contributions and adding more going forward.

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Q11: *What about the scholarships for local students to go to college or university in Canada?*

A11: These will continue, likely under one overall umbrella program. The intent is to maintain and hopefully expand these scholarships in the years ahead in a manner which is fair to Applicants and Policyholders.

Q12: *Will my Broker be replaced by an Agent?*

A12: Broker Partners are critical to our success now, and to the success of Kent Essex Maple Mutual going forward. We have no intention of replacing existing Brokers as long as they remain strong, viable partners with us in delivering great service to Policyholders.

Q13: *Will my Agent be replaced by a Broker?*

A13: Agents have been an important part of the success of Maple Mutual for generations. We have no intention of replacing Agents with Brokers, now, or in the future. We will backfill retiring Agents with one or more Agents, in order to ensure our Policyholders continue to receive the personalized service they have come to expect. We are also conscious of our need to enable choice on the part of Policyholders in terms of who they wish to purchase insurance from. This is part of our overarching commitment to treating our Policyholders fairly in every aspect of our business conduct.

Q14: *What happens if the proposal to **Become One** is not approved?*

A14: While we certainly hope this does not happen, as we believe in the benefits of moving this proposal forward in the best interests of our collective Policyholders, both K&E and Maple would carry on with business as usual. In the case of Maple, we would need to begin a search for a new President & CEO to replace our current Interim President & CEO, who has been working with us under contract since late 2025.

Q15: *What will Kent Essex Maple Mutual do to make dealing with my insurance easier?*

A15: Kent Essex Maple Mutual plans to continue making investments in its internal systems as a precursor to enabling more digital access to Policyholders. Items such as account access and being able to initiate a claim online require both K&E's and Maple's systems to be upgraded and fully integrated before we can plan these types of worthy initiatives for you. Realistically, we see these kinds of functionalities starting to become available beginning in 2030, following our full systems integration work, which is of necessity given current systems constraints. We expect this integration work to take place between 2027 and 2029.

Frequently Asked Questions

Q16: *How do I vote FOR or AGAINST the proposal for K&E and Maple to* ***Become One****?*

A16: Policyholders will receive a mailing from K&E or Maple (or both if you have policies with both) explaining how to cast your vote. You may vote by attending the Meeting, or by returning your Proxy Form to cast your vote *FOR or AGAINST the proposal.*

Q17: *Is there more information I can obtain to help me make a better decision prior to voting?*

A17: Yes. Additional information has been posted to *kemutual.com* and *maplemutual.com* to help you become better informed about the proposal to ***Become One****.* This information includes the AMALGAMATION AGREEMENT, BY-LAW 1 – 2027, a Summary Business Plan, Certificates of the President for each Company confirming director approval, and Declarations of no distribution by the President of each of the Corporations. This information can also be accessed in each of the companies' offices during regular business hours, or via email by request to *info@kemutual.com* and / or *support@maplemutual.com*. Alternatively, K&E can be contacted at 1.800.265.5206 and Maple can be contacted at 1.888.736.4705.

Q18: *If my spouse is named first on both our policies, but is not voting and not submitting his proxy form, can I come to the general meeting and vote in person (I am named second on the policy)?*

A18: Short answer is "Yes – if the person is also named on that policy (i.e. named second)". If both are Named on the policy, they are both members. However, since they are named on a joint policy the first name is entitled to vote, and the second can only vote if the first does not. Even though there are two policies, they would only get one vote. If the policy is only in one spouse's name, the second spouse cannot vote since they are not named on the policy (even though they may meet the definition of an "insured" under the policy wording).