



**Dufferin Mutual
Insurance Company**

POLICY DOCUMENTATION AVAILABILITY

Dear Valued Customer:

All documents relating to the *Customer Service Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Dufferin Mutual Insurance Company will provide policy and procedure documents in an alternate format upon request, within a reasonable amount of time. Alternate formats will include availability on Dufferin Mutual Insurance Company's web-site, large print versions of the document and a text only electronic file (word document) which can then be read by a computer.

If you have any questions or concerns regarding this or if you would like to request a copy of our policy, please contact:

Ed Forbes, President and CEO
Dufferin Mutual Insurance Company
802 Main Street East, Unit 4
Shelburne, ON L9V 2Z5
Email: eforbes@dufferinmutual.com
Toll Free: 1-800-265-9115

Thank you,

The Management