



To: All Insurers reporting data to GISA's Automobile Statistical Plan (ASP) or the Ontario Commercial Liability Statistical Plan (CLSP)

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Pandemic Relief Reporting Strategy

The P&C industry and its customers continue to face extraordinary circumstances because of the COVID-19 pandemic. Insureds continue to work from home resulting in reduced driving, while others are experiencing financial uncertainty. Many insurers have offered refunds, rebates, or temporary changes to "vehicle use" in recognition of the changes in 2020 and many will continue to do so in 2021. Taking the experience from 2020 as our guide, the assistance offered by the Insurers to consumers will be varied.

In April 2020, GISA's Statistical Service Provider polled insurers regarding their preference for reporting pandemic rebate information through the statistical plans. The majority of insurers agreed that the most unobtrusive and streamlined approach to reporting ASP and CLSP data related to financial relief initiatives would be to allow each insurer to report their statistical data through the ASP and CLSP as they deemed appropriate, in relation to the financial relief that they may or may not have undertaken.

Insurers that offer rebates or refunds to their customers may have treated this as an expense or a reduction in premiums.

- Where rebates or refunds are treated as expenses, these should be reported through the Financial Information.
- Where rebates or refunds are treated as a reduction in premiums, these should be reported through ASP or CLSP.

To encourage the accurate statistical reporting of premium rebates and refunds, GISA hereby invites insurers to offset their reported experience, if necessary, in order to reflect correct ASP and CLSP values, for either 2020 or 2021, using the following process.

- Insurers who have offered a rebate or refund to their insureds, without having made changes to the rating criteria, should report these amounts using **Transaction Type M**. Transaction Type M is defined under the ASP as a Credit Premium Adjustment. This means that amounts reported using this transaction type code simply identify a reduction in premium by the stated amounts. There are no changes to the exposure or other statistical data elements on the record.
- When aggregating the data, because Transaction Type M indicates that the only data elements affected are the premium amounts, the overall premium, when combined with all other transactions, will be reduced without a reduction in exposure or vehicle count.
- Insurers would still need to provide all the applicable data elements required under the ASP and UIP as outlined in the statistical plan, except the Exposure field – this must be set to either “00000” or left blank.
- For example, if an insurer has indicated that all insureds will receive a \$50 cheque as part of their COVID-19 relief program, without requiring changes to their existing policy, this would fall within scope to use Transaction Type M. In this case, insurers would create ASP records for the insured’s vehicle and report the \$50 refund using M in the Transaction Type field. Insurers would be required to split the refund amount among all affected coverages. Therefore, if the refund amount is split among all coverages on the policy, that should be reflected in the transaction.
- Insurers who did not offer a special refund or rebate amount, but instead, changed rating criteria to reflect the insured’s new driving situation, are not subject to the above. They should continue to report the changes to the insured’s policy as they would with non-COVID-19 related policy changes.

We will continue to monitor this very fluid situation and communicate with reporting companies as appropriate. Should you have any questions, please contact GISA at gisa@fsrao.ca or GISA’s Statistical Service Provider at IBC-Communications@ibc.ca.

General Insurance Statistical Agency