



NEWS RELEASE

General Insurance Statistical Agency

Update on GISA's Transition to a New Statistical Service Provider

February 27, 2023

TORONTO -- Today, the General Insurance Statistical Agency (GISA) is taking further steps toward modernizing its service delivery infrastructure to enhance its data collection and reporting functions. As part of the modernization, GISA's transition to its new Statistical Service Provider (SSP) is well underway and a new SSP transition and transformation pulldown menu, intended to keep industry informed of transition and transformation activities, is live.

As first announced in its April 12, 2022 bulletin to GISA stakeholders and further communicated in a December 8, 2022 news release, GISA has selected IBM Canada to assume the role of SSP effective October 1, 2023, with responsibility for modernizing GISA's service delivery infrastructure and carrying out statistical data operations on behalf of nine insurance regulatory authorities and more than 140 property and casualty insurers across Canada.

GISA and IBM Canada are working together to transition services from the current SSP, while in parallel planning implementation of a transformed technology platform.

Following the transition, GISA will work with IBM Canada and stakeholders to pursue GISA's business transformation objectives and service delivery enhancements for member regulators and industry stakeholders. The new platform will be a key enabler of GISA's business transformation and enhanced service delivery to regulators and industry stakeholders.

Transition will occur in two stages

While IBM Canada will assume the role of SSP effective October 1, 2023, the transition will occur in two stages:

- IBM Canada will assume financial management services on **April 1, 2023**, consistent with the beginning of GISA's fiscal year. This includes assessment and deficiency fee invoicing and collections.
- IBM Canada will assume all other SSP functions by **October 1, 2023**. GISA is prioritizing business continuity for regulators and industry stakeholders; therefore, no material changes in statistical data submission or reporting are planned during the transition period.

GISA recognizes the necessity and importance of industry engagement to successfully achieve its business transformation objectives and is in the process of establishing an Industry Advisory

Committee (IAC). The GISA IAC is expected to play a key role in providing strategic advice to GISA and supporting effective industry engagement.

Further communication about the transition

Details concerning the IAC will be communicated in a subsequent communication to GISA stakeholders, as will more detailed information about the transition to the new SSP.

To provide regulators, insurers and other GISA stakeholders with up-to-date information about the transition to the new SSP, a dedicated pulldown menu, entitled “**Statistical Service Provider – Transition and Transformation**”, has been developed on the GISA website (www.gisa.ca). All GISA stakeholders are encouraged to visit the menu regularly for information and assistance pertinent to the transition. The menu includes regularly updated Frequently Asked Questions (FAQs).

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Contact GISA

If you have any immediate questions regarding the business transformation or GISA's SSP transition to IBM Canada, please contact GISA at gisa@fsrao.ca.

About GISA

GISA operates as a statistical agent on behalf of the insurance regulatory authorities of Alberta, New Brunswick, Newfoundland & Labrador, the Northwest Territories, Nova Scotia, Nunavut, Ontario, Prince Edward Island and Yukon. GISA is a federally incorporated, not-for-profit corporation governed by a Board of Directors with representation from the nine participating regulators, the property and casualty insurance industry, and the public.

For more information about GISA, visit: www.gisa.ca.

About IBM Canada

IBM Canada is an information technology company providing integrated solutions that leverage industry knowledge, best practices and business processes. IBM Canada brings a wealth of industry expertise and knowledge to its offerings and leverages the larger IBM ecosystem to provide a wide variety of services and solutions offerings including cloud, cognitive, AI, security, infrastructure, consulting, networking, software and more.

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