



Canada Post Service Disruption Your Responsibilities as an ICM Licence Holder

Communicated to Industry Oct 10/25

To All Manitoba Licence Holders:

Canada Post has announced immediate strike action, which may impact mail delivery across the country. As a result, licence holders may experience delays in receiving physical correspondence from the Insurance Council of Manitoba (ICM).

Please note: Despite potential mail disruptions, licence holders remain responsible for meeting all regulatory obligations, including:

- Monitoring and responding to ICM emails in a timely manner
- Maintaining active Errors & Omissions (E&O) insurance coverage
- Entering updated E&O details into the online portal before the expiry date of your current policy

To ensure uninterrupted communication and compliance, we strongly encourage all licence holders to regularly check their email, use the ICM online portal for updates and submissions, or contact us at contactus@icm.mb.ca with any questions.

Please be assured that any physical mail delayed due to the strike will be sent once postal services resume.

The ICM office communicates all updates and information exclusively via email, using the primary email address on file for each licence holder. It is your responsibility to ensure your email address remains current at all times. Communication from ICM will be sent from one of the following email addresses (in addition to our main staff email addresses):

- licensing@icm.mb.ca
- InsuranceCouncilofManitoba@icm.mb.ca
- insurance_council_of_manitoba@mail.vresp.com

To avoid missing important communications, please add these addresses to your safe sender list or whitelist them in your email system.

If you have any questions or require assistance accessing your account, please contact our office.

Thank you for your attention to this matter and for your continued cooperation.

INSURANCE COUNCIL OF MANITOBA

contactus@icm.mb.ca

www.icm.mb.ca