

LOA/BOR process

Consent to access personal information required for personal lines and IRCA

In our continuing efforts to safeguard customers' personal information, we require written consent for customers who are transferring their policies to another brokerage. Effective immediately, customers must sign a [consent form](#) for us to process their policy.

What you need to do

- When a customer transfers a policy to a new brokerage, the form must be signed by the customer and sent to us together with the LOA/BOR.
- Send all documents to plus@goremutual.ca
- If the consent form is not sent, we will not be able to process the policy and we will send the email back to you.
- If the customer does not sign the form, the policy will be cancelled and processed as new business. This may affect the rate and payment options offered at renewal.

If you have any questions, please contact your business development representative.