



CEO CORNER

REIX has always played a key role in the industry when it comes to risk management and loss prevention. We are here to support subscribers and are continuously looking for ways to improve that support.

One of our strategic priorities is to build a stronger profile with our subscribers. One of the best ways we can do that is through our new program – the Risk Management Support Program (please see Page 2 for more information). As part of the RMSP, we will be adding a resource-rich section to our website as well.

We're also busy working on fresh new [blog posts](#) and articles. Be sure to follow us on [Facebook](#) and share updates with your team!

- Lisa Sabo, CEO

OPPORTUNITIES FOR LEARNING

The industry is always keen to hear about what they can do to prevent claims. REIX regularly speaks at virtual events to reach as many industry members as possible. Most recently, REIX spoke at the Saskatchewan Realtors Association (SRA) townhall and on a CREB panel.

When it comes to preventing claims, it's always a good idea to think about the basics. So often a claim arises because of lack of attention to completion of contracts.

Some key basics to always keep in mind are:

- Pay attention to detail and be accurate; and
- Review the documents with your client after completion to make sure they agree and understand what the contract says.

When writing conditions:

- Make sure the reason for the condition is clear;
- It should be written so that a person who is not a party to the contract can read it and understand exactly what it means.



RISK MANAGEMENT SUPPORT PROGRAM

At REIX, we've been working on our newest program, the Risk Management Support Program, which aims to help subscribers avoid risk and better serve clients.

When our subscribers focus on risk management, it brings our claims count down. That's because there is a direct correlation between fewer claims and more events. More events means you are contacting REIX at the first sign of a problem in a transaction. This gives us the opportunity to work with you to resolve problems before they get serious.

Good risk management practices are a big part of keeping claims down, which also helps keep premiums low.

We will be working on new ways to help you minimize risk, which will be highlighted over the next few months as part of our RMSP, including a new section on our [website](#) and regular [blog](#) and [Facebook](#) posts.

DAVE'S DISPATCH

The REIX program had an incredibly successful year.

At 53 new lawsuits, this makes this past policy year the lowest in terms of the number of new lawsuits in the program's history.

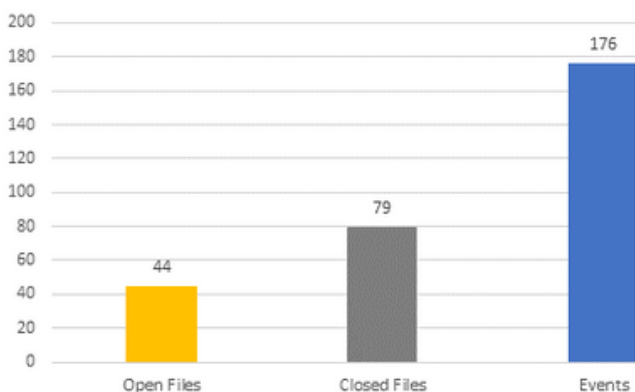
In addition, at a total of 147 ongoing lawsuits, this too is the lowest number in our history.

As there's always a lag time between market activity and new lawsuits, given the market conditions over the past year, we anticipate the number of lawsuits to rise.

REIX continues to focus a great deal of our efforts on dealing with events (stopping lawsuits before they start). In fact, this past year we dealt with 176 of them - another number that breaks all previous records for events in one year.

- Dave de la Ronde,
Senior VP

Policy Year To Date



Current Open Files Across All Policy Years

