

Friday, May 24, 2013 at 3:09 p.m.

RE: CAA policy-A300XXX

From: David Chapman

To: xxxxxxxxxxxx@yahoo.com

Good afternoon Mr. Popov,

I have received and reviewed your latest fax dated May 16, 2013. I have tried unsuccessfully to reach you by telephone May 21 and 23, 2013 to review that correspondence.

Your initial fax dated April 18, 2013 raised your concerns with the premium increases on your automobile insurance. In my response of April 24, 2013 I felt I had responded to those concerns.

All CAA premiums are filed with, reviewed and approved by the Financial Services Commission of Ontario. Prior to the renewal date of your policy the premiums for the approaching term were forwarded to you for review.

You have again raised the issue of the increased premiums in relation to the declining monetary value of your vehicle. I refer to my previous response "The vehicle value is reflected in the premium charge for the comprehensive and collision coverages. These premiums have lowered from \$105 to \$54 for comprehensive coverage and \$295 to \$239 for collision coverage since policy inception".

Again, I agree that your policy premiums have increased since inception of your policy. I would be more than willing to discuss your concerns with you and can be reached at 905-771-3393.

Thank you,

David Chapman
Ombudsman, CAA Insurance.