This public accountability statement is about Definity Financial Corporation, Definity Insurance Company, and their affiliates, Sonnet Insurance Company, Petline Insurance Company, The Missisquoi Insurance Company, Perth Insurance Company, and Waterloo Insurance Company. In this document, unless the context requires otherwise, “We” or “Definity” refers to these companies collectively. This public accountability statement pertains to our most recent fiscal year (January 1, 2022 to December 31, 2022) and fulfills the requirements of the public accountability statement regulations under subsection 489.1(1) of the Insurance Companies Act (Canada). All dollar amounts are expressed in Canadian currency. For more information about these companies, please visit definityfinancial.com. Comments or questions regarding this document may be directed to our Environment, Social, and Governance (ESG) group: sustainability@definityfinancial.com
COMMUNITY INVESTMENT AND SOCIAL IMPACT

In 2022, we engaged with our communities in new ways as a public company. Our community investment strategy continued to support our purpose of building a better world by helping our clients and communities adapt and thrive. In 2022, we made investments in inclusion, diversity, equity, and accessibility (IDEA), climate resilience, and emergency preparedness.

We generated our highest level of employee engagement to date in giving programs throughout the year and facilitated a new granting process in collaboration with the Definity Insurance Foundation.

In 2022, we made approximately $2,933,800 in charitable donations, including approximately $2,278,800 donated to the Definity Insurance Foundation.
In 2022, we invested in organizations that supported our ESG and IDEA goals, ensuring our investments in our community aligned with our values and purpose.

INVESTING IN OUR COMMUNITIES THROUGH OUR PURPOSE

**Canadian Red Cross**

Through Canadian Red Cross, Definity is a proud member of the Disaster Response Alliance, which supports growing the capacity of Canadian Red Cross’ Disaster Assistance Teams, Operational Experts, Emergency Systems, and Emergency Supplies.

On September 24, 2022, Hurricane Fiona made landfall in Atlantic Canada, impacting multiple provinces and causing devastation from torrential rain, strong winds, and widespread flooding. Once again, individuals, businesses, and communities across Canada gave generously to the Canadian Red Cross response to help those affected. More than 95,000 households have received direct support with more than 1,200 households receiving emergency shelter. By supporting the Disaster Response Alliance, Definity helped to ensure thousands of people received emergency items, as well as psychosocial or well-being services.

Definity also continued to support Be Ready, a Canadian Red Cross program that provides emergency preparedness information to Canadians. In 2021 through 2022, 2,066 people participated in disaster preparedness workshops where they were provided emergency preparedness information and resources.

**Ducks Unlimited – The Nature Force**

The Nature Force is an action-oriented climate resilience initiative funded by Definity in a collective of fifteen property and casualty insurance companies that represents a landmark private investment in natural solutions to mitigate flood risks to urban communities. Indices and modelling tools developed by academic partners and the Ducks Unlimited Canada research institute will be used to prioritize projects based on considerations such as flood risk and population size of those affected.
Learning for a Sustainable Future

Learning for a Sustainable Future advances climate change understanding and action among students in grades K to 12 across Canada by providing climate change resources for teachers and funding for students to undertake climate action projects as part of their participation in youth leadership forums. The action projects that Definity supported in 2022 reached 37,581 students, 1,063 teachers, and 40,471 community members. This initiative resulted in 251 trees and 1,222 native plants being planted, 2,527 kilograms of waste diverted from landfills, 414,404 litres of water conserved, and 1,805 hours of electricity use eliminated.

Green Communities Canada – The Living Cities Fund

In 2022, Definity made a two-year, $500,000 founding contribution to Green Communities Canada’s Living Cities Fund. The fund will provide communities with direct financial support and a structured process to build capacity, leadership, and momentum for green infrastructure projects across Canada. Green infrastructure is a crucial element for community-level climate change resilience and offers a multitude of other benefits to communities. An evidence-informed approach cultivates diverse participation in planning and implementation of community-led solutions. Definity’s support enables Green Communities Canada to pursue its ambitious ten-year goal to accelerate the growth of “Living Cities”, places where green infrastructure is equitable, abundant, and thriving.

Canadian Biosphere Reserves Association (CBRA)

Canada’s 19 biosphere reserves (BRs) are hosted by 50 Indigenous Nations and are home to 2.3 million Canadians. Definity is supporting the CBRA in capacity-building and knowledge transfer activities, including an updated governance model. This will enable CBRA to better engage and equip the BRs to do their work on the ground. The process will include diversity, equity, and inclusion policies as well as two-eyed seeing (Indigenous and non-Indigenous world views). In 2023, the network of 19 BRs plans to continue its work on biodiversity conservation, sustainable development, climate action, and reconciliation.

Green Learning Foundation

Definity is supporting the Green Learning Foundation’s Flood:ED program, directly engaging youth in preparing their schools and homes for a flooding event through research conducted and data collected about their own natural and built environment. The program aims to develop a broader set of action activities that engage youth in actively investigating and developing solutions for flood preparedness. Youth engagement is key in creating resilient communities because they can be expected to transfer messages home to adults who may be poised to take actions such as basement flood prevention, and because they are the adults of tomorrow.
INVESTING IN EDUCATION

In 2022, Definity provided a total of $127,000 in scholarships to support the next generation of leaders across Canada. We granted $85,000 in scholarships to talented post-secondary students from coast-to-coast, and $42,000 in scholarships to 22 dependent children of Definity employees.

$127,000

invested to support education across Canada

$85,000

in scholarships awarded to highly talented post-secondary students from coast to coast through our post-secondary partnerships

22

scholarships to dependent children of our employees enrolled in post-secondary programs

EMPLOYEE-DRIVEN GIVING & ENGAGEMENT

Definity partnered with our employees and other organizations to support a variety of diversity and inclusion initiatives across Canada in 2022. In addition, each of our four employee groups — Anti-Racism and Cultural Equity employee group, LGBTQ+ employee group, Women’s Empowerment employee group, and Environment and Climate Action employee group — directed a $20,000 contribution to an organization that is aligned with their advocacy work.

Anti-Racism and Cultural Equity employee group

Mosaic Institute: Mosaic Institute facilitates meaningful conversations about prejudice in communities through campus dialogues and informative panel discussions, and developing innovative resources for educators, community leaders, students, and policy makers to increase equity, diversity, and inclusion.

LGBTQ+ employee group

LGBT YouthLine: LGBT YouthLine is a 2SLGBTQ+ youth-led organization that affirms and supports the experiences of youth across Ontario through anonymous peer support and referrals, training youth to support other youth, and providing resources to help their peers make informed decisions.

Women’s Empowerment employee group

FORA Network for Change: FORA is a centre of excellence for young women’s leadership development, making strategic investments in young women through education and training, building networks, and access to unparalleled opportunities at home and abroad. While advocating for change at the global level through the annual Global Summit, FORA is also invested in helping advance the career trajectories of young women in Canada through the Girls on Boards program and upskilling young women through Next Level.

Environment and Climate Action employee group

The Bruce Trail Conservancy: The Bruce Trail Conservancy is a member-driven, volunteer-based charitable organization, one of Ontario’s largest land trusts and the steward of Canada’s longest marked footpath across Niagara Escarpment UNESCO World Biosphere Reserve. It conserves, restores, and manages land to protect its ecosystems for the benefit of all.
Volunteering
In 2022, Definity employees gave back in large numbers, logging a record 2,155 volunteer hours through our iCare platform. They showed up in their communities in a variety of ways, including 95 employees virtually volunteering with Canadian Red Cross’ Missing Maps programs, team-building volunteer opportunities with food banks and other community organizations, and individuals donating their time to various causes in their local communities. For each volunteer hour entered in the iCare system, Definity provides $10 to the recipient charitable organization, to a maximum of $400 per year per employee.

“Fill it Forward” water bottles
Definity continued supplying employees with “water bottles with a cause”. In 2022, 576 employees were active users of the Fill it Forward mobile app tracking reusable water bottle refills that saved 10,048 kWh of electricity, diverted about 240 kilograms of waste, avoided 7,756 kilograms of emissions, and prevented 48 kilograms of ocean pollution.

Charity of choice
In 2022, Definity celebrated Employee Appreciation Week with an inaugural iCare account seeding campaign, providing each of our employees with $20 to donate to the charity of their choice. This initiative triggered an outpouring of generosity, with a total of 1,430 employees taking advantage of this opportunity by directing support to 429 causes across Canada.

Employee matching
Our donation-matching program also reached record levels in 2022, with 34.2% of our employees donating through iCare, triggering $76,423 in matching contributions by Definity.

During the year, 576 employees contributed financially to Red Cross appeals for natural disasters and humanitarian crises in Nova Scotia, Pakistan, and Ukraine. All of these donations were matched by Definity, bringing the total amount contributed by Definity to $20,995.
Definity Insurance Foundation is an independent national philanthropic organization dedicated to making a difference in the lives of Canadians, particularly underserved and underrepresented populations and communities. Definity Insurance Foundation is not an affiliate¹ of Definity Insurance Company and operates independently. It was initially funded with $100 million of the proceeds of the demutualization of Economical Mutual Insurance Company (now Definity Insurance Company).

The Foundation is committed to supporting charitable partners in Canada to address the roots and impacts of inequality by funding initiatives that advance social and economic inclusion, increase the health and well-being of underserved populations, and slow the speed of climate change while supporting community-led adaptation.

Definity Insurance Company has committed to contribute 1% of its net profit before taxes to the Foundation each year². Beginning in 2022, Definity has directed most of its corporate charitable contributions through the Foundation and has collaborated closely with the Foundation to identify and recommend causes to receive the corporate contributions.

Learn more at www.definityfoundation.org.

¹ As defined under the Insurance Companies Act (Canada).
² For at least five years, and subject to a minimum annual unrestricted gift of $250,000.

We believe people closest to the issue are those who truly understand the needs, and challenges, as well as the opportunities to address them. As philanthropists and as a new foundation, we are here to learn, listen and support communities in meeting their self-defined needs.

— Arti Freeman, CEO, Definity Insurance Foundation
SUPPORTING BROKERS’ COMMUNITIES

Through our Economical brand, we work closely with our broker partners to identify initiatives that support local communities where they live and work. In 2022, we responded to broker requests to invest $146,000 in 20 Canadian communities across five provinces. These grants contributed to such initiatives as:

- Supplying more than 73,000 meals to 500 residents through the Dr. Peter AIDS program
- Providing inclusive sport opportunities for children and youth living with disabilities
- Building a new YMCA facility that will help 1,000 children and their families stay active, healthy, and safe

$146,000 in community investments
20 Canadian communities
5 provinces
ACCESS TO FINANCIAL SERVICES

Definity strives to ensure all customers enjoy an equal, quality experience. We actively work to remove barriers, physical and digital, and put several resources and processes in place to achieve this goal. These include:

- Developing inclusive policies and procedures, including our accessibility plan and accessibility policy
- Establishing an accessibility working group that oversees the implementation and updating of our accessibility plan
- Leveraging digital accessibility monitoring tools and making our website content more accessible for everyone, including those with disabilities, impairments, and limitations
- Providing accessibility training to all new employees, along with specialized training for those in customer-facing roles

During the year, Definity also continued to offer insurance products that support the needs of senior citizens and persons with disabilities. Examples include:

- Offering discounts on auto insurance in parts of Canada for eligible retirees
- Allowing permitted accessibility modifications to vehicles we insure, such as adding a wheelchair lift, hand controls, or custom seat systems
WORKFORCE BY REGION

As of December 31, 2022

3,467 EMPLOYEES
3,414 full-time employees
53 part-time employees

BRITISH COLUMBIA
139 Employees
137 full-time
2 part-time

ALBERTA
233 Employees
231 full-time
2 part-time

MANITOBA
124 Employees
119 full-time
5 part-time

ONTARIO
2,585 Employees
2,548 full-time
37 part-time

QUEBEC
312 Employees
307 full-time
5 part-time

NOVA SCOTIA
74 Employees
72 full-time
2 part-time
### CONTRIBUTING TO CANADA’S ECONOMY

#### TAXES PAID

Income and premium and fire taxes paid or payable by our financial group to federal and provincial governments in respect of 2022 ($):

<table>
<thead>
<tr>
<th>Province/Territory</th>
<th>Income Taxes</th>
<th>Premium and Fire Taxes</th>
<th>Total</th>
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<tbody>
<tr>
<td>Alberta</td>
<td>71,092</td>
<td>20,192,229</td>
<td>20,263,321</td>
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<tr>
<td>British Columbia</td>
<td>181,664</td>
<td>17,151,926</td>
<td>17,333,590</td>
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<tr>
<td>Manitoba</td>
<td>19,721</td>
<td>611,231</td>
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<td>New Brunswick</td>
<td>10,718</td>
<td>4,487,172</td>
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<td>Newfoundland and Labrador</td>
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<td>Nova Scotia</td>
<td>29,591</td>
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<td>Ontario</td>
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<td>64,845,680</td>
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<td>Saskatchewan</td>
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<td>Yukon</td>
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<td><strong>Total Provincial/Territorial</strong></td>
<td><strong>866,251</strong></td>
<td><strong>126,482,785</strong></td>
<td><strong>127,349,036</strong></td>
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**Federal**

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<th>1,146,996</th>
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| **Total** | 2,013,246 | 126,482,785 | 128,496,031 |

Figures rounded for presentation.
DEBT FINANCING

We provide debt financing to Canadian businesses to support their operations, growth, and success. As of December 31, 2022, authorized amounts made available to firms in Canada totaled approximately $24.8 million.

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<th>$100 - $250</th>
<th>$250 - $500</th>
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<th>$5,000 and greater</th>
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Figures rounded for presentation.