

# HSC Tenant Insurance Change to Payments FAQs

## **What is the HSC Tenant Insurance Program?**

HSC's low-cost Tenant Insurance Program is designed for residents of social housing. Its property and liability coverage protect residents, housing providers and Service Managers in the event of a covered loss or tenant negligence.

## **How does this program relate to OW/ODSP recipients?**

Many OW/ODSP recipients that live in community housing purchase HSC coverage to protect themselves. In some cases, housing providers require residents to have tenant insurance coverage as part of their rental agreement.

## **What is the change to the HSC Tenant Insurance Program that affects its OW/ODSP clients?**

Approximately 800 OW/ODSP recipients across Ontario have **monthly government pay-direct arrangements** to cover the cost of their insurance. The program is no longer offering its monthly government pay option starting with policies that would have renewed after April 30, 2021. The change also applies to all new HSC Tenant Insurance clients, who are no longer being offered the monthly government payment option.

OW/ODSP recipients that have annual government pay-direct arrangements are not affected by this change and their policies will continue to auto-renew.

## **Why is this change happening?**

The program is phasing out the monthly government pay option due to challenges associated with the processing of these types of payments.

## **How will the OW/ODSP clients affected by this change be informed?**

Clients whose policies renew over the next year, between April 30, 2021 and April 30, 2022, will receive a letter from XN Financial stating that their coverage will terminate ("non-renew"). The letter will be issued 60 days prior to the renewal date on a rolling basis, as policies come up for renewal.

**What do OW/ODSP clients need to do to have uninterrupted coverage?**

To maintain coverage, a new account and method of payment must be arranged by clients or caseworkers after receiving the letter. Clients or caseworkers can do so by calling Marsh Canada's Private Client Services at 1-866-940-5111. XN Financial will issue only one letter so it is important to make arrangements prior to the date specified in the letter.

**If monthly government payment options are no longer offered, how can OW/ODSP clients pay for coverage?**

Clients can continue to pay monthly and annually using direct debit (bank withdrawal) or credit card. Annual government direct payments will also continue to be accepted and these policies will continue to be automatically renewed. Personal cheques, money orders or cash payments are not accepted.

**If a client's policy expires later in the year or in early 2022, when should their payment arrangements be changed?**

Payment arrangements should be changed when clients receive their letter from XN Financial, 60 days before their policy expires. All monthly government pay clients continuing to use HSC Tenant Insurance will have switched over to alternative payment methods after April 30, 2022.

**More Questions? Email [insurance@hscorp.ca](mailto:insurance@hscorp.ca)**