

January 9, 2025

## **Notice Regarding TruStar Underwriting Inc.**

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The Insurance Councils of Saskatchewan (ICS) have received notice that TruStar Underwriting Inc. (TruStar) is under investigation in Ontario for a series of alleged schemes. ICS is currently working to determine whether any Saskatchewan consumers have been affected.

In late December 2024, ICS was informed that the Registered Insurance Brokers of Ontario (RIBO) are investigating allegations against TruStar has purportedly bound risks and collected premiums when in fact no such coverage was bound. ICS is conducting its own investigation to assess whether Saskatchewan consumers have been impacted and, if so, to what extent.

Policyholders and intermediaries are advised to carefully review any past business dealings with TruStar. Policyholders are strongly encouraged to take proactive steps to verify the validity of their insurance coverage. Contact your insurer directly, to confirm your policy details, including the policy number, effective dates, and specific coverage terms. Ensure that any payment of premiums was received by the insurer and that the policy is valid and consistent with your records. If you are unable to confirm coverage through direct communication, consider using alternative methods such as the insurer's website, customer portal, or support line for verification, if available.

If you have concerns about your insurance policy or need assistance obtaining proper coverage, contact your broker for support. Policyholders who discover they do not have valid coverage should act immediately to secure appropriate insurance.

On December 24, 2024, Justice Osborne appointed Grant Thornton as receiver for TruStar. A link to the receivership proceedings can be found [here](#).

As part of its work to protect Saskatchewan consumers, ICS investigates complaints against insurance agents, brokers, and independent adjusters. ICS licensees and/or Saskatchewan consumers that have been involved in an invalid insurance transaction with TruStar may make a complaint using our complaint form which can be found [here](#).