

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC  
11 Laurier St./11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**  
Special Projects/Projets Spéciaux  
11 Laurier St./11, rue Laurier  
Place du Portage/, Phase III  
Floor 10C1/Étage 10C1  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> MOVING SERVICES	
<b>Solicitation No. - N° de l'invitation</b> EN578-131825/B	<b>Amendment No. - N° modif.</b> 005
<b>Client Reference No. - N° de référence du client</b> 20131825	<b>Date</b> 2013-08-22
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZL-109-26299	
<b>File No. - N° de dossier</b> 109zl.EN578-131825	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-08-30</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Stephen, Renee	<b>Buyer Id - Id de l'acheteur</b> 109zl
<b>Telephone No. - N° de téléphone</b> (819) 956-6973 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> (type or print) <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

**This Amendment is raised to provide clarification and answers to questions from potential suppliers.**

Question 1:

1) Annex B - Basis of Payment; 3.0 - Westbound (3.1.4/3.2.4)

These sections state that terminal handling charges will be as per actual invoices paid to a third party. Are these terminal charges paid in Canada to the port or steamship line? Please define and confirm that this only applies on Westbound shipments. (pages 88 and 90)

Answer 1:

Terminal handling charges may occur anywhere in the shipment process (east or west). Where ever they occur the actual will be paid.

Question 2

2) Annex A - Statement of Work

Do shipments need to be delivered to residence directly from the container they were shipped in, or can they be removed first at the destination warehouse and transported or consolidated in another trailer for delivery?.

Answer 2:

It is up to the van line to select the best method of delivery, in some instances it may not be possible to drop a container at the residence (size of street, parking/offloading restrictions etc.). In order to deliver from other than a sea container, the van line must request authorization from the DA and reference Service Failure D6. Please note that the more stuff is moved, the more likely there will be damage.

Question 3:

3) In respect to the current contract re: Claims Experience:

- o What is the average weight of Shipments
- o Total weight shipped and stored
- o Total number of claims for transit and LTS
  - § The total amount paid in each category
- o Claims statistics for PMV's

Answer 3:

For 2012 - 2013:

The average weight of shipments was 5834 lbs

Total weight shipped was 3,692,905

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With regard to HG & E:

Total Claims received - 184

Total amount of claims - \$415,530.83

Total amount of settlements - \$245,590.66 (19 of the 184 had nothing paid on them)

Total amount of catastrophic claims (3 total) - \$24,864.15 (all of these europe/canada moves)

With regard to PMV:

Total Claims received- 62

Total amount of claims - \$139,027.71

Total amount of settlements - \$96,442.41 (12 of the 62 had nothing paid on them)

Total amount of catastrophic claims (1 total) - \$8,821.69 (europe/canada)

Please see the attached spreadsheet for additional information.

Question 4:

4) Annex D - Service Failures

The Service Failures and Monetary Impositions in this RFP are overly punitive, excessive and will overburden DAs, TAs, the Contractor and all service providers from properly servicing the move. Further, many Service Failures are unreasonable as they do not impact the Shipper and will distract from properly servicing the contract. Will Canada consider the removal of all Monetary Impositions on Service Failures outside of Liquidated Damages? (pages 109-112).

Answer 4:

Annex D has been revised as follows:

**DELETE:**

Annex D in its entirety.

**INSERT:**

## ANNEX D

### SERVICE FAILURES

#### 1.0 General

- 1.1 Any failure by the Contractor to meet the specific requirements listed in Annex A is deemed a service failure.
- 1.2 Service failures are categorized as delivery shortfalls, liquidated damages or adverse reports and are:
- 1.2.1 intended to identify performance deficiencies requiring corrective action by the Contractor and improve the quality of services; and
  - 1.2.2 put in place to ensure Contractor compliance with the terms and conditions of the contract.
- 1.3 Service failures can be applied by Canada as follows:
- i. Delivery Shortfalls must be applied no later than 30 calendar days after DSR origin services and for destination services no later than 30 days after delivery date;
  - ii. Liquidated Damages must be applied no later than 60 calendar days after the TA receives the invoice for the move;
  - iii. However, the intent is to apply the service failure as soon as it is identified to enable the Contractor to identify the source of the issue and take corrective measures to avoid similar or repeated service failures.
- 1.4 Service failures can be determined administratively or as the result of an on-site QCI as outlined in Table 1 and 2 of this annex.
- 1.5 The Contractor shall be notified through e-mails directly from the issuing TA for each service failure that applied on a move.
- 1.6 The total monetary imposition for all service failures applied on a move shall not exceed 25% of the invoice excluding RCP, third party services and applicable taxes. Liquidated damages for late pickup (L1) and late delivery (D2) are excluded from the above and the full amount assessed will be paid.
- 1.7 In the event that the total monetary imposition could have potentially exceeded 50% of the invoice, the DA will notify the Contractor in writing that a formal review of the move and the performance deficiencies will be conducted. The DA will notify the Contractor of the results of the formal review within 10 days of the review date and the Contractor shall submit to the DA the list of corrective actions taken no later than 30 calendar days after the Contractor received results of the formal review.
- 1.8 The Contractor shall forward the monetary imposition to Canada for each service failure applied no later than 30 calendar days after accepting the service failure.

1.9 Canada will not entertain appeals to delivery shortfalls once the liquidated damages have been received.

1.10 The DND reserves the right to call a meeting with the Contractor in Ottawa to discuss the results and corrective actions of the formal review.

## **2.0 Delivery Shortfalls**

2.1 Delivery shortfalls are classified as minor or major. The monetary imposition for each major delivery shortfall is \$500.00 and for each minor delivery shortfall is \$250.00 or adverse report as indicated in Table 1.

2.2 A detailed breakdown of the delivery shortfalls can be found in Table 1.

## **3.0 Liquidated Damages**

3.1 A detailed breakdown of the liquidated damages including the monetary impositions can be found in Table 2.

3.2 The Contractor shall be liable to pay the actual expenses incurred by Canada in the event the amounts assessed as per Table 2 are not sufficient to cover, or do not address, the additional expenses incurred. For example, the costs incurred as a result of a late pick-up resulting in not delivering the residence on time.

## **4.0 Adverse Reports**

4.1 An adverse report can be filed by:

- 4.1.1 a Shipper complaining about the level of service provided by the Contractor;
- 4.1.2 the TA reporting that the Contractor is not in compliance with the terms and conditions of the contract, as indicated in Table 1;
- 4.1.3 the DA or a TA if a Contractor repeatedly commits the same service failure; and/or
- 4.1.4 the DA for requests from the Contractor to deviate from the terms and conditions of the contract.

## **5.0 Appeal Process**

5.1 The following outlines the process by which the Contractor may formally raise an objection with regards to the application of service failures:

5.1.1 First Level Appeal:

- a. the Contractor can forward (at their expense) any formal objections to a service failure to the DA by registered mail or through electronic mail;
- b. The appeal is to include all supporting documentation and must be received

- by the DA no later than the close of business 30 calendar days from the date of the receipt of the service failure; and
- c. the DA will review the information provided by the Contractor and will render a first level appeal decision.

#### 5.1.2 Final Appeal:

- a. If dissatisfied with the first level appeal decision, the Contractor will have 30 calendar days from the date of receipt of the first level appeal decision in which to raise the issue to the Technical Authority for a final appeal process.
- b. The Contractor shall provide the Technical Authority with:
- i. a complete listing of all of the pertinent details that led to the original requirement for an DA first level appeal decision;
  - ii. a recount of the DA first level appeal decision rendered and any supporting documentation; and
  - iii. a listing of all subsequent details/explanations that would warrant a revisit of the DA first level appeal decision.
- a. The Technical Authority will subsequently revisit the first level appeal decision with the DA(s) and render a final appeal decision; and
- b. The Contractor should ensure that appeals include all the required information to permit the Technical Authority to render an informed decision.

#### 5.1.3 Final Appeal Disposition:

- a. If the first level appeal decision is overturned, any associated service failure and/or monetary imposition will be retracted; and
- b. If the first level appeal decision is upheld, the Contractor shall forward the monetary imposition to Canada by no later than 30 calendar days following notification of the final appeal decision.

Table 1 – Delivery Shortfalls

Service Failure		Monetary Imposition	Reference
<b>General</b>			
<b>G1</b>	No Contractor response or acknowledgment to e-mail, voice mail or facsimile communications within 60 minutes.	Adverse Report	Annex A, 3.1.20.b
<b>G2</b>	Failure of the Contractor to meet the mutually agreed timings.	\$250.00	Annex A, 3.3.7
<b>G3</b>	Failure of the Contractor to complete a service by 1900 hrs.	\$250.00	Annex A, 3.3.4
<b>G4</b>	Non-provision of bilingual material or services by the Contractor.	\$250.00	Annex A, 3.3.1, 3.3.2
<b>G5</b>	Failure of the Contractor to notify the DA within 24 hrs of any major incident	\$500.00	Annex A, 3.4.2
<b>G6</b>	Failure of the Contractor to use DND approved forms, or alternatively, the Contractor's use of a form that was not approved by DND	Adverse Report	Annex A, 3.1.18
<b>G7</b>	Failure of the Contractor to obtain DA authorization as required by this contract.	\$500.00	Annex A, 3.3.4, 3.3.5, 4.2.2, 4.3.4, 4.2.14.c, 4.11.4.a, 4.11.5.a, 4.12.1, 4.12.2, 4.5.6, 5.3, 7.0, Annex B, 3.3.4, 4.3.4, 6.2.1
<b>G8</b>	Failure of the Contractor to protect HG & E and PMV from damage	\$500.00	Annex A, 4.4.4 Annex A, 4.12.2.b
<b>Pre-move Consultation</b>			
<b>PM1</b>	Failure of the Contractor to conduct the Pre-move Consultation and provide a weight estimate to the DA within 7 business days after the move order was received for regular moves, or within 48 hours after the pre-move consultation was completed for rush moves.	Adverse Report	Annex A, 4.2.1
<b>PM2</b>	Failure of the Contractor to provide the Shipper with the applicable Pre-move Information booklet(s).	\$250.00	Annex A, 4.2.4
<b>PM3</b>	Failure of the Contractor to provide the Shipper with a copy of the Pre-move weight estimate at the time of pre-move consultation, but no later than the next business day.	\$250.00	Annex A, 4.2.11
<b>PM4</b>	Failure of the Contractor to provide a revised weight estimate to the Shipper and the DA by no later than the day prior to DSR date.	\$250.00	Annex A, 4.2.13.e
<b>PM5</b>	Failure of the Contractor to respect the allowable variance for a weight estimate when compared to the actual/constructive weight as detailed in Appendix 2 to Annex A.	Adverse Report	Annex A, Appendix 2, 3.0

Service Failure		Monetary Imposition	Reference
<b>Packing</b>			
<b>P1</b>	Pre-pack is performed earlier than 5 business days prior to DSR date.	Adverse Report	Annex A, 4.3.4
<b>P2</b>	Packing standards are not in accordance with Appendix 4 to Annex A	\$250.00	Annex A, Appendix 4
<b>P3</b>	Failure of the Contractor to crate an item as detailed in Appendix 4 to Annex A	\$250.00	Annex A, Appendix 4
<b>P4</b>	Failure of the Contractor to complete packing prior to DSR date.	\$250.00	Annex A, 4.3.3
<b>Loading</b>			
<b>L1</b>	Failure of the Contractor to stuff sea container at residence as detailed in Appendix 1 to Annex A	\$250.00	Annex A, Appendix 1, Rule 15
<b>L2</b>	Failure of the Contractor to provide the Shipper with a properly completed inventory listing and a properly completed VCR for each vehicle.	\$250.00	Annex A, 4.4.6, 4.4.14
<b>L3</b>	Failure of the Contractor to clear Shipper's residence of empty containers, packing material and other debris accumulated during packing and loading.	\$250.00	Annex A, 4.4.7
<b>Scaling</b>			
<b>W1</b>	Failure of the Contractor to adhere to the applicable scaling procedures.	\$500.00	Annex A, 4.5, 4.8, 4.9
<b>W2</b>	Failure of the Contractor to provide a weigh scale ticket which includes all the required information.	Adverse Report	Annex A, 4.7
<b>Transportation</b>			
<b>T1</b>	Failure of the Contractor to provide a container or conveyance that is in accordance with the requirement.	\$250.00	Annex A, 4.10.3
<b>T2</b>	Failure of the Contractor to provide a properly completed TP within 7 calendar days of receipt of the move order when the shipment involves a third party service provider.	Adverse Report	Annex A, Appendix 1, Rule 14, 14.2.4
<b>Delivery/Unloading</b>			
<b>D1</b>	Failure of the Contractor to obtain DDR authorization prior to commencement of unloading or for the delivery of a PMV.	\$250.00	Annex A, 4.12.1.a
<b>D2</b>	Failure of the Contractor to place HG&E in rooms corresponding to the inventory listing or as directed by the Shipper.	Adverse Report	Annex A, 4.12.2.c
<b>D3</b>	Failure of the Contractor to assist the Shipper in annotating all exceptions on the inventory listing and on the VCR for a PMV.	\$500.00	Annex A, 4.12.2.m
<b>D4</b>	Failure of the Contractor to re-assemble furniture or any other items that were disassembled by the Contractor at origin.	\$250.00	Annex A, 4.12.2.d

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<b>Service Failure</b>		<b>Monetary Imposition</b>	<b>Reference</b>
<b>D5</b>	Failure of the Contractor to prepare the specified articles and appliances for use.	\$250.00	Annex A, 4.12.2.e

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<b>Service Failure</b>		<b>Monetary Imposition</b>	<b>Reference</b>
<b>D6</b>	Failure to deliver sea shipments to residence in a sea container unless otherwise authorized by the DA	Adverse Report	Annex A,, Appendix 1, Rule 15, 15.1
<b>Unpacking</b>			
<b>U1</b>	Failure of the Contractor to perform unpacking on the next business day after delivery/unloading.	\$250.00	Annex A, 4.14.1
<b>U2</b>	Failure of the Contractor to annotate damages on the "Loss/Damage to Packed Items" form with the Shipper.	\$250.00	Annex A, 4.15.1.a
<b>U3</b>	Failure of the Contractor to provide an additional pick-up of packing material and empty cartons within 5 business days of the unpack day.	\$250.00	Annex A, 4.14.3.
<b>Claims</b>			
<b>C1</b>	Failure of the Contractor to acknowledge receipt of, and commence settlement action on a properly documented HG&E or PMV Statement of Claim within 7 calendar days as detailed in Annex E	Adverse Report	Annex E, 7.7.1
<b>C2</b>	Failure of the Contractor to offer the Shipper a complete and reasonable settlement package within 60 calendar days of receipt of the properly documented HG&E claim or 20 days for a PMV claim as detailed in Annex E	\$500.00	Annex E, 7.1.4
<b>C3</b>	Failure of the Contractor to provide the Shipper with a fully itemized HG&E or PMV claim settlement report which fully explains the reasons for any denials as detailed in Annex E.	\$250.00	Annex E, 7.1.6

Table 2 – Liquidated Damages

Service Failure		Monetary Imposition	Reference
<b>LD1</b>	Failure of the Contractor to perform a move (rush or not) once it has been accepted, or alternatively, to refuse a non-rush move.	Any additional costs incurred by Canada and/or the Shipper	Annex A, 1.2.2
<b>LD2</b>	Pre-pack of necessary items which prevented the Shipper from sleeping or eating at the residence or items that were identified as essential for day-to-day living.	\$600 per calendar day plus any additional costs incurred by Canada and/or the Shipper	Annex A, 4.3.4
<b>LD3</b>	Failure of the Contractor to respect the DSR date.	\$600 per calendar day for the number of days difference between the date the service is rendered and the original DSR date plus any additional costs incurred by Canada and/or the Shipper	Annex A, 4.1.
<b>LD4</b>	Failure of the Contractor to ensure that fuel tanks are full prior to scaling.	\$1,000	Annex A, 4.5.1.
<b>LD5</b>	Failure of the Contractor to identify and refuse an inadmissible item which as a result is transported as detailed in Appendix 1 to Annex A.	Adjustment of weight and charges	Annex A, Appendix 1, Rule 5, 5.1
<b>LD6</b>	Failure of the Contractor to respect the TTG for HG&E and PMV or the confirmed delivery date for shipments in SIT.	\$600 per calendar day commencing the day after maximum TTG or DDR until actual delivery day, inclusive. For PMVs, payment of daily rental charges.	Annex A, Appendix 2, 4.10.2
<b>LD7</b>	Failure of the Contractor to forward the service failure payment for liquidated damages to Canada no later than 30 calendar days following notification of the service failure or the final appeal decision.	Interest as per Canada	Annex D, 3.0
<b>LD8</b>	Invoicing Canada for services not rendered by the Contractor	Adjustment of charges	Annex B, 16

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

HG & E Claims				
Origin Country	Destination Country	Clm_Amt	Pd	Castastrophic
Canada	Brazil	\$219.02	\$219.02	\$0.00
Canada	Germany	\$759.77	\$730.24	\$0.00
Canada	Italy	\$3,241.19	\$0.00	\$0.00
United Kingdom	Canada	\$335.00	\$326.19	\$0.00
Germany	Canada	\$735.67	\$584.67	\$0.00
Canada	Korea (South)	\$246.00	\$0.00	\$0.00
Canada	Germany	\$620.00	\$620.00	\$0.00
Canada	Germany	\$1,175.00	\$0.00	\$0.00
Germany	Australia	\$702.80	\$686.27	\$0.00
United Kingdom	Canada	\$500.00	\$0.00	\$0.00
Indonesia	Italy	\$3,500.00	\$0.00	\$0.00
Korea (South)	Canada	\$914.05	\$0.00	\$0.00
Canada	Belgium	\$0.00	\$0.00	\$0.00
Australia	Canada	\$100.00	\$97.50	\$0.00
Canada	Australia	\$168.00	\$0.00	\$0.00
Canada	Chile	\$10.00	\$0.00	\$0.00
Canada	Belgium	\$200.00	\$0.00	\$0.00
United Kingdom	Canada	\$2,912.43	\$1,512.70	\$0.00
Germany	Canada	\$1,100.00	\$1,100.00	\$0.00
Canada	Germany	\$1,700.00	\$0.00	\$0.00
Australia	Canada	\$520.00	\$0.00	\$0.00
Canada	Australia	\$11,508.06	\$5,147.83	\$0.00
Germany	Canada	\$3,260.00	\$580.00	\$0.00
Germany	Canada	\$340.00	\$329.78	\$0.00
Belgium	Canada	\$300.00	\$294.66	\$0.00
Germany	Canada	\$1,327.54	\$1,322.62	\$0.00
United Kingdom	Canada	\$6,956.65	\$6,666.74	\$0.00
United Kingdom	Canada	\$1,186.04	\$1,183.04	\$0.00
Belgium	Canada	\$1,400.00	\$1,380.04	\$0.00
Canada	United Kingdom	\$1,649.00	\$1,617.68	\$0.00
Canada	United Arab Emirates	\$825.00	\$812.03	\$0.00
Germany	Canada	\$2,739.65	\$2,732.67	\$0.00

Origin Country	Destination Country	Clm_Amt	Pd	Castastrophic
Germany	Canada	\$2,032.55	\$2,019.28	\$0.00
Belgium	Canada	\$630.00	\$0.00	\$0.00
Canada	Belgium	\$880.00	\$878.65	\$0.00
United Kingdom	Canada	\$1,146.00	\$1,144.64	\$0.00
Canada	Belgium	\$1,788.10	\$1,787.69	\$0.00
Germany	Canada	\$3,470.65	\$2,343.91	\$0.00
Canada	USA	\$5,348.80	\$675.33	\$0.00
United Kingdom	Canada	\$849.56	\$429.56	\$0.00
Germany	Canada	\$504.29	\$504.29	\$0.00
Canada	Belgium	\$1,327.86	\$1,324.86	\$0.00
Germany	Canada	\$276.29	\$276.29	\$0.00
United Kingdom	Canada	\$276.99	\$276.99	\$0.00
Germany	Canada	\$23,303.16	\$7,983.46	\$7,983.46
Canada	Belgium	\$303.70	\$303.70	\$0.00
France	Canada	\$3,089.92	\$1,539.23	\$0.00
Canada	United Kingdom	\$4,130.78	\$1,630.78	\$0.00
Canada	Belgium	\$475.06	\$475.06	\$0.00
Norway	Canada	\$1,326.99	\$1,326.99	\$0.00
France	Canada	\$227.58	\$227.58	\$0.00
Germany	Canada	\$3,607.79	\$3,599.79	\$0.00
Australia	Canada	\$2,290.00	\$2,282.00	\$0.00
Belgium	Canada	\$417.50	\$417.50	\$0.00
Germany	Canada	\$6,149.99	\$1,969.99	\$0.00
Mali	Canada	\$327.53	\$327.53	\$0.00
USA	Canada	\$2,600.00	\$0.00	\$0.00
Germany	Canada	\$1,600.54	\$1,598.54	\$0.00
Canada	Korea (South)	\$111.00	\$111.00	\$0.00
Germany	Canada	\$56.21	\$56.21	\$0.00
Belgium	Bangladesh	\$11,450.00	\$141.00	\$0.00
Netherlands	Canada	\$2,466.06	\$2,456.06	\$0.00
United Kingdom	Canada	\$666.29	\$665.29	\$0.00
Russia	Canada	\$406.92	\$406.92	\$0.00
Canada	France	\$1,368.71	\$1,368.71	\$0.00
Belgium	Canada	\$9,327.87	\$3,171.84	\$0.00
Canada	Turkey	\$99.07	\$98.07	\$0.00

Origin Country	Destination Country	Clm_Amt	Pd	Castastrophic
Canada	Germany	\$126.18	\$126.18	\$0.00
Canada	United Kingdom	\$4.00	\$0.00	\$0.00
Canada	United Kingdom	\$3,529.48	\$3,388.48	\$0.00
Canada	Belgium	\$1,356.93	\$1,106.93	\$0.00
Belgium	Canada	\$356.43	\$356.43	\$0.00
Turkey	Canada	\$1,432.50	\$932.25	\$0.00
Belgium	Canada	\$3,663.13	\$3,662.13	\$0.00
Germany	Canada	\$818.78	\$818.78	\$0.00
Canada	Italy	\$251.36	\$251.36	\$0.00
Belgium	USA	\$596.15	\$596.15	\$0.00
Canada	Germany	\$1,618.88	\$1,618.88	\$0.00
Germany	Canada	\$1,362.18	\$1,362.18	\$0.00
Italy	Canada	\$1,337.32	\$1,262.32	\$0.00
Belgium	Canada	\$1,909.21	\$1,409.21	\$0.00
Germany	Canada	\$3,949.00	\$1,290.36	\$0.00
Belgium	Canada	\$1,323.15	\$912.37	\$0.00
Germany	Canada	\$2,841.61	\$2,841.61	\$0.00
Belgium	USA	\$580.16	\$430.16	\$0.00
Canada	United Kingdom	\$645.00	\$0.00	\$0.00
Canada	Germany	\$1,664.78	\$1,664.78	\$0.00
Canada	Germany	\$603.20	\$303.20	\$0.00
Canada	Germany	\$2,350.00	\$2,190.00	\$0.00
Canada	United Kingdom	\$719.45	\$0.00	\$0.00
Canada	United Kingdom	\$1,325.63	\$1,271.63	\$0.00
United Kingdom	Canada	\$659.38	\$659.38	\$0.00
Italy	Canada	\$3,562.09	\$3,400.00	\$0.00
Germany	Canada	\$530.90	\$530.90	\$0.00
Egypt	Canada	\$878.80	\$878.80	\$0.00
Colombia	Canada	\$714.67	\$714.67	\$0.00
China	Canada	\$6,918.73	\$3,579.22	\$0.00
USA	Belgium	\$580.06	\$490.06	\$0.00
Italy	Canada	\$151.41	\$151.41	\$0.00
Canada	United Kingdom	\$97.16	\$97.16	\$0.00
Canada	France	\$402.85	\$402.85	\$0.00
Germany	Canada	\$8,957.29	\$8,752.97	\$8,752.97

Origin Country	Destination Country	Clm_Amt	Pd	Castastrophic
Canada	Australia	\$4,321.18	\$1,541.05	\$0.00
Italy	Canada	\$1,629.38	\$1,139.60	\$0.00
United Kingdom	Canada	\$322.64	\$322.64	\$0.00
Canada	United Kingdom	\$4,320.00	\$1,719.99	\$0.00
Germany	Canada	\$1,836.94	\$1,836.94	\$0.00
Germany	Canada	\$447.28	\$265.78	\$0.00
USA	Canada	\$365.84	\$315.84	\$0.00
Pakistan	Canada	\$682.19	\$682.19	\$0.00
Ghana	Canada	\$510.37	\$356.37	\$0.00
Canada	United Kingdom	\$5,980.85	\$2,797.92	\$0.00
Belgium	Canada	\$1,041.28	\$1,040.28	\$0.00
Canada	Belgium	\$775.42	\$775.42	\$0.00
Belgium	Canada	\$1,042.81	\$832.68	\$0.00
Israel	Canada	\$390.00	\$194.87	\$0.00
Belgium	Canada	\$9,770.46	\$8,127.72	\$8,127.72
United Kingdom	Canada	\$1,269.95	\$1,145.04	\$0.00
Pakistan	Canada	\$715.13	\$715.13	\$0.00
United Kingdom	Canada	\$1,282.78	\$1,282.78	\$0.00
Canada	Pakistan	\$2,013.65	\$1,013.65	\$0.00
Canada	United Kingdom	\$1,190.00	\$1,189.85	\$0.00
Canada	Korea (South)	\$502.85	\$502.85	\$0.00
Belgium	Canada	\$1,322.80	\$640.60	\$0.00
United Kingdom	Canada	\$4,425.00	\$2,924.97	\$0.00
Canada	Germany	\$841.70	\$841.70	\$0.00
Canada	Nigeria	\$1,600.60	\$1,600.60	\$0.00
Italy	Canada	\$274.48	\$0.00	\$0.00
Canada	United Kingdom	\$1,268.25	\$1,268.25	\$0.00
Canada	United Kingdom	\$1,689.82	\$1,689.82	\$0.00
Germany	Canada	\$610.60	\$610.60	\$0.00
United Kingdom	Canada	\$3,473.72	\$3,273.72	\$0.00

Origin Country	Destination Country	Clm_Amt	Pd	Castastrophic
United Kingdom	Canada	\$5,436.03	\$2,871.05	\$0.00
Italy	Germany	\$745.07	\$743.63	\$0.00
Canada	Turkey	\$300.00	\$300.00	\$0.00
Canada	France	\$6,039.94	\$5,063.79	\$0.00
Canada	United Kingdom	\$2,189.53	\$1,314.20	\$0.00
Italy	Canada	\$200.00	\$200.00	\$0.00
Canada	USA	\$11,376.74	\$3,401.17	\$0.00
Turkey	Canada	\$3,126.69	\$2,419.22	\$0.00
Belgium	Canada	\$503.19	\$503.19	\$0.00
Belgium	USA	\$160.00	\$160.00	\$0.00
United Kingdom	Canada	\$3,974.12	\$2,189.12	\$0.00
United Kingdom	Canada	\$1,587.00	\$1,216.60	\$0.00
United Kingdom	Canada	\$20.08	\$20.08	\$0.00
Belgium	Canada	\$13,292.60	\$4,328.47	\$0.00
Germany	Canada	\$4,151.59	\$2,411.59	\$0.00
United Kingdom	Canada	\$150.15	\$150.15	\$0.00
Canada	Germany	\$2,465.60	\$2,462.79	\$0.00
Canada	Poland	\$1,540.00	\$768.64	\$0.00
Canada	Germany	\$0.00	\$0.00	\$0.00
Canada	Germany	\$3,848.00	\$3,348.00	\$0.00
Germany	Canada	\$779.29	\$588.96	\$0.00
Poland	Canada	\$1,386.12	\$1,386.12	\$0.00
Cuba	Canada	\$1,680.94	\$838.51	\$0.00
Germany	Canada	\$10,360.00	\$1,123.01	\$0.00
United Kingdom	Canada	\$36.00	\$0.00	\$0.00
United Kingdom	Canada	\$110.85	\$55.85	\$0.00
Belgium	Canada	\$1,978.12	\$1,085.97	\$0.00
United Kingdom	Canada	\$1,417.13	\$1,417.13	\$0.00
Turkey	Canada	\$450.00	\$449.69	\$0.00
Turkey	Canada	\$2,070.18	\$570.18	\$0.00
Canada	United Kingdom	\$8,970.26	\$4,710.70	\$0.00

Origin Country	Destination Country	Clm_Amt	Pd	Castastrophic
United Kingdom	Canada	\$804.50	\$804.50	\$0.00
Belgium	Canada	\$1,735.58	\$1,735.48	\$0.00
Canada	Germany	\$27,182.88	\$4,947.51	\$0.00
Canada	Italy	\$572.92	\$572.92	\$0.00
Canada	United Kingdom	\$3,124.94	\$3,124.03	\$0.00
Belgium	USA	\$275.00	\$275.00	\$0.00
Canada	Italy	\$1,950.00	\$1,950.00	\$0.00
Canada	Belgium	\$6,618.51	\$3,780.28	\$0.00
Canada	Mexico	\$402.27	\$402.27	\$0.00
United Kingdom	Canada	\$773.57	\$773.57	\$0.00
Italy	Canada	\$1,158.65	\$1,158.65	\$0.00
United Kingdom	Canada	\$1,188.14	\$1,188.14	\$0.00
Canada	Belgium	\$301.76	\$301.76	\$0.00
Canada	Belgium	\$1,425.17	\$1,425.17	\$0.00
United Kingdom	Canada	\$0.00	\$0.00	\$0.00
Canada	United Kingdom	\$4,817.69	\$4,739.91	\$0.00
Germany	Canada	\$5,607.42	\$5,583.42	\$0.00
Germany	Canada	\$0.00	\$0.00	\$0.00
Canada	United Kingdom	\$60.00	\$0.00	\$0.00
South Africa	Canada	\$369.82	\$369.82	\$0.00
Canada	Germany	\$363.00	\$363.00	\$0.00
Italy	Canada	\$4,073.62	\$4,073.62	\$0.00
Belgium	Canada	\$416.72	\$416.72	\$0.00
Belgium	Canada	\$2,743.00	\$1,643.00	\$0.00
		\$415,530.83	\$245,590.66	\$24,864.15

PMV Claims				
Origin Country	Destination Country	Claim Amount	Pd	Castastrophic
Canada	Brazil	\$1,000.00	\$0.00	\$0.00
Canada	Belgium	\$1,537.64	\$1,535.64	\$0.00
Canada	United Kingdom	\$370.00	\$0.00	\$0.00
United Kingdom	Canada	\$567.91	\$567.91	\$0.00
Germany	Canada	\$0.00	\$0.00	\$0.00
Germany	Canada	\$6,690.00	\$2,194.98	\$0.00
Germany	Canada	\$620.76	\$620.76	\$0.00
Canada	United Kingdom	\$3,285.55	\$3,285.55	\$0.00
Canada	Germany	\$8,821.69	\$8,821.69	\$8,821.69
Serbia	Canada	\$1,857.83	\$1,857.83	\$0.00
Belgium	Canada	\$2,001.60	\$2,001.60	\$0.00
Germany	Canada	\$600.00	\$599.51	\$0.00
Norway	Canada	\$60.00	\$0.00	\$0.00
Canada	Belgium	\$415.59	\$415.59	\$0.00
Canada	Germany	\$4,655.66	\$4,655.66	\$0.00
Canada	Italy	\$3,150.00	\$0.00	\$0.00
Germany	Canada	\$1,787.95	\$1,787.95	\$0.00
Canada	Belgium	\$1,054.09	\$834.09	\$0.00
Germany	Canada	\$2,234.93	\$2,234.93	\$0.00
Germany	Canada	\$0.00	\$0.00	\$0.00
Poland	Canada	\$2,872.33	\$2,872.33	\$0.00
Canada	Germany	\$1,672.41	\$1,672.41	\$0.00
Germany	Canada	\$6,000.00	\$2,939.81	\$0.00
Germany	Canada	\$988.21	\$988.21	\$0.00
Canada	Belgium	\$2,416.51	\$2,416.51	\$0.00
Canada	Turkey	\$0.00	\$0.00	\$0.00
Canada	France	\$1,345.44	\$0.00	\$0.00
Canada	Belgium	\$1,924.22	\$1,924.22	\$0.00
Russia	Canada	\$594.21	\$194.21	\$0.00
Canada	Korea (South)	\$1,368.45	\$1,368.45	\$0.00
Canada	Germany	\$2,543.00	\$2,543.00	\$0.00
Canada	Belgium	\$575.23	\$575.23	\$0.00
Belgium	Canada	\$5,270.98	\$5,270.98	\$0.00
Canada	Germany	\$521.81	\$521.81	\$0.00
Belgium	Canada	\$800.00	\$788.69	\$0.00
Germany	Canada	\$815.40	\$815.40	\$0.00
Belgium	Canada	\$4,795.64	\$4,118.64	\$0.00

Origin Country	Destination Country	Claim Amount	Pd	Castastrophic
Canada	United Kingdom	\$2,389.73	\$1,689.73	\$0.00
Belgium	Canada	\$789.15	\$0.00	\$0.00
Canada	Germany	\$507.86	\$207.86	\$0.00
Canada	Germany	\$2,350.00	\$0.00	\$0.00
Canada	United Kingdom	\$6,452.57	\$6,452.57	\$0.00
Canada	Belgium	\$9,000.00	\$2,582.00	\$0.00
Turkey	Canada	\$2,392.61	\$2,392.61	\$0.00
Germany	Canada	\$520.00	\$0.00	\$0.00
Canada	France	\$395.00	\$0.00	\$0.00
Belgium	Canada	\$1,179.45	\$157.45	\$0.00
Canada	Germany	\$3,837.38	\$3,837.38	\$0.00
Canada	United Kingdom	\$1,000.00	\$999.73	\$0.00
Canada	United Kingdom	\$1,000.00	\$996.16	\$0.00
Canada	Belgium	\$20.00	\$0.00	\$0.00
Ghana	Canada	\$156.99	\$156.99	\$0.00
Belgium	Canada	\$991.40	\$718.04	\$0.00
Canada	United Kingdom	\$639.74	\$639.74	\$0.00
Italy	Canada	\$2,004.00	\$1,004.00	\$0.00
Canada	USA	\$11,370.00	\$0.00	\$0.00
Belgium	Canada	\$686.05	\$686.05	\$0.00
Belgium	Canada	\$150.00	\$150.00	\$0.00
Italy	Canada	\$274.48	\$0.00	\$0.00
United Kingdom	Canada	\$4,724.92	\$2,367.17	\$0.00
United Kingdom	Canada	\$3,644.65	\$3,644.65	\$0.00
United Kingdom	Canada	\$0.00	\$0.00	\$0.00
Turkey	Canada	\$1,508.56	\$1,508.56	\$0.00
Canada	Kuwait	\$1,884.00	\$1,884.00	\$0.00
Belgium	USA	\$1,166.30	\$1,166.30	\$0.00
United Kingdom	Canada	\$2,777.83	\$2,777.83	\$0.00
Belgium	Canada	\$0.00	\$0.00	\$0.00
		\$139,027.71	\$96,442.41	\$8,821.69