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110 King Street East, Oshawa, ON L1H 1B6 • Phone: 905-576-6400
Toll Free: 1-877-727-0757 • Fax: 905-576-1367
email: wbwhite@wbwhite.com • web: www.wbwhite.com

James B. Famme
President

W.B. WHITE INSURANCE & FINANCIAL SERVICES

News and Tips to Make Your Life Easier and Safer for our Friends and Clients

Time to Contribute to Your RRSP.... What are the Options?

For many Canadians, Mutual Funds were the preferred choice of investing for RRSP Contributions ---- that is until recent events which have affected our current economic and political climate, resulting in historically high levels of volatility. The traditional alternative of Term Deposits or GIC's can provide guaranteed returns but such returns are dismal in to-day's low interest rate environment.

Many Canadians are now looking at Segregated Funds, an alternative that offers the investment choices of Mutual Funds combined with the low risk advantage of Term Deposits. For a higher management expense ratio, Segregated Funds guarantee your principle (usually no less than 75%) and some even carry a stock market guarantee that protects 100% of your deposits and market gains achieved by the plan up to ten years prior to your chosen retirement date. Another unique feature is that by naming certain family members as beneficiary, your savings could be protected from the claims of creditors. The following chart illustrates a brief comparison:

What's Inside

- ✦ How to stop a Business tragedy from destroying your life
- ✦ The Privacy Act & how it applies to you
- ✦ You can win some prizes! Take a look inside ...

If you would like more information regarding your RRSP options, please call our office at (905)576-6400 or e-mail us at wbwhite@wbwhite.com

Mark Bull, CFP
Financial Advisor

Term Deposits (GIC's)	Low risk , removes market volatility out of the picture. Flexible in that investment choices range anywhere from one to 10 year terms. Unattractive low interest rate environment.
Mutual Funds	Flexible investment choices from Money Market to aggressive Equities. Market volatility is a big concern. Foreign content restriction of 30% applies.
Segregated Funds	Principle and maturity guarantees, creditor proofing among the many advantages. Investment choices from Money Market, Bond, Equity & Index Funds. 100% foreign content eligible. Higher management expense ratios.

Client of the Quarter

This agency is nothing without the loyalty of you, our valued clients. It is in recognition of that loyalty and gratitude for your business and faith in us that we honour;

Carla Van Wees

as our "Client of the Quarter."

Carla will receive a gift certificate from us in recognition of this honour.

Thank you, Carla for your continued business.

Here's a hint of who the next Client of the Quarter will be: It could be you! Watch this space for the announcement.

The Privacy Act and how it effects you

Dwayne F. Day, CLU, CH.F.C.
Managing Partner

The federal *Personal Information Protection & Electronic Documents* Act (PIPEDA) came into force on January 1, 2001 and this Act now applies to all insurance brokerages as of January 1, 2004.

Our brokerage and the insurance industry have a solid track record of respecting your right to privacy and safeguarding your personal information. Doing business with a Property and Casualty insurance broker involves providing information about yourself, so protection of your personal information is one of our highest priorities in our committment to providing our clients with excellent service.

Why do we collect personal information?
When you first become a client or whenever you acquire or renew a product from us, we need to collect some of your personal information. Common purposes for which we collect your personal information are to:

- Enable us to acquire or renew an insurance policy for you;
- Assist you and assess your ongoing needs for insurance;
- Assess your need for other products, such as financial products, and to offer them to you;
- Ensure your information is accurate and up-to-date; and
- Protect us both against error or fraud.

What personal information do we collect?
Personal information is information that identifies you as an individual client and relates specifically to you. Depending on the purpose(s) for which we need to collect it, we may ask for the following personal information about you including:

- Basic information such as your name, address, telephone and fax numbers, e-mail address, birthdate and marital status.
- Claims history, credit and past payment records
- Driver's record, details about your property such as the value of your home and its contents
- Medical information such as any condition that may affect the operation of a vehicle Employment information

We may obtain this information from:

- You, insurance companies, other insurance brokers or agents
- Credit organizations, motor vehicle and driver licensing authorities
- Financial institutions, medical professionals

Who do we disclose your personal information to?
For many of the purposes described, we will need to share your personal information with others in order to serve your needs.

These other parties commonly include:

- Insurance companies, other insurance brokers or agents
- Credit organizations, professionals working with us such as adjusters or lawyers
- Financial institutions. For example, the organization that carries your mortgage.

How do we protect your personal information?
In order to protect your personal information and right to privacy, we will:

- Not collect, use or disclose your personal information for any purpose other than those that we identify to you.
- Keep your personal information only for as long as we need it to fulfill the stated purpose or as required by law.
- Maintain your personal information in as accurate, complete and up-to-date a form as possible. Safeguard your personal information to the best of our ability.
- Respond to any request you may make to access or correct the personal information we hold about you.
- Obtain the appropriate consent from you for the collection, use or disclosure of your personal information.

We may obtain your express consent or we may determine that consent has been implied by the circumstances.

- We might ask you for your express consent in writing, for example in a signed consent or application form.
- We may ask for your express consent in person or over the telephone.
- We may determine that by seeking insurance through our organization, your consent has been implied for us to deal with your personal information in a reasonable manner.

You can control how we handle your personal information
We want you to know that you do have choices in this matter. You could refuse to allow us to obtain, use or share your personal information.
However by doing that, depending on the situation, you may be limiting or even preventing our ability to provide you with the product or service you desire.
For example, if you do not allow us to obtain information about your driving record, it is unlikely that we will be able to provide you with auto insurance.
We'll be happy to discuss particular situations with you to help you with your decision.

Please contact our Privacy Officer if you:

- Wish to access your personal information
- Have a complaint about our privacy policies, or the manner in which we've handled your personal information.
- Have any other questions about our privacy policies, wish to obtain a copy of our *Personal Information Policy & Procedure Handbook*, or request additional information.

How To Make Sure A Business Tragedy Doesn't Destroy Your Life!

Most businesses protect themselves from lawsuits with liability insurance. And most businesses protect their buildings and property, too. In the event of damage to their facilities the insurance company pays to repair or rebuild buildings and replace equipment. That's what insurance is for.

But far too many business owners fail to consider this question … "What happens to my business and my income while my facilities are being rebuilt?" You know it could take months to rebuild.

- Will you continue to receive money from customers? It's doubtful if you can no longer provide product or services.
- Will you be shut down entirely or will you have to set up temporary facilities? Who's going to pay for that?
- How will you continue to pay your employees during shut down times? And how long will they stick around without a paycheck? What will you do if your key employees take other jobs?
- How will you pay your personal bills – like your mortgage – without income from your business?

Fortunately, insurance is available to provide funds for all these circumstances.

And this kind of coverage could mean the difference between getting through a tough time or going out of business!

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Business Income Insurance

Business income insurance covers business earnings and expenses in the event of an interruptive loss. Coverage is provided for net income (net profit or loss before income taxes) earned or incurred. And coverage is also provided for normal operating expenses, including payroll.

With business income insurance in place you can be confident you can pay and keep your employees, pay your ongoing bills to keep your vendors at bay and receive the net income your business would normally make. And that means money in your pocket so your personal life doesn't turn tragic as well.

Here's a tip. You'll have to show the insurance company reasonable proof of your payroll, expenses and net income. So, be sure you're maintaining good books and keep copies off site, preferably with an accountant.

Keith Miller, CIP
Account Executive

Extra Expense Dollars

Extra expense coverage provides money for additional expenses you incur because of your circumstances. A good example involves a paint and body shop that repairs cars. While his shop is being rebuilt after a fire, the body shop owner rents a temporary facility to keep his operations going and to keep his customers from going to somebody else.

Extra expense coverage would pay for these kinds of additional expenses.

Getting Back on Your Feet

Naturally, you'll want to get back to normal operations as soon as possible after a business shutdown or interruption. And the insurance company will require you to do so when you have business interruption insurance.

But sometimes business can be a little slow after you've been shut down or working from temporary facilities for several months. To help financially with that problem there's Extended Loss After Operations Resume coverage. This coverage can help supplement your business until you're back to full steam.

Other Coverages

There are many options under the Business Interruption category of insurance. For example, Dependent Coverage, or Contingent Business Interruption Coverage, provides protection when your business depends heavily on another business. Plus, there are many options available you can use to customize coverage to your precise needs and pay only for the insurance appropriate to your business.

If you don't have some kind of business interruption insurance now, I encourage you to call us to review your needs right away. Every business is vulnerable to business interruption. Protect yourself and keep a business tragedy from turning into a total life disaster.

Money Saving Tip of the Quarter

The most expensive insurance you buy is the first $1,000 of coverage. The lower your deductible the more of that first thousand you're paying for. You can save money on your insurance by raising your deductibles. If your personal finances warrant it, this is a great money-saving strategy. Call our office to discuss it with your Account Manager.

An Independent Insurance Broker Covers You Best.

A Not-So-Trivial Pursuit

Every quarter, W.B.White sponsors a Trivia Contest and offers you a chance to win valuable prizes, one of which is NOT a million dollars. Test your knowledge! Just two correct (or nearly correct) answers and you could be this quarter's winner. The entry that comes closest to the correct answers to the following question will be the winner. If more than one person has the exact answer to the first part, the one who comes closest to the correct answer of the second question wins. If more than one person answers both questions correctly, the winner will be the person whose entry reached our office first. Write down your name and answers, and then fax — (905) 576-1367 — or send — 110 King Street East, Oshawa, ON. L1H 1B6 — or e-mail — wbwhite@wbwhite.com this page. Good luck!

QUESTION: What Hollywood legend hustled games of chess for 50¢ before he became a star.

Your Name: ____________________ Your Answer: ____________________

P.S. The answer to the previous question: Who is credited with being the second man on the moon?
Answer: Congratulations to our winner *Isobel Sawicki* for being the first person to correctly answer "Buzz Aldrin"

Tell Others About Us And Win a Prize!

Congratulations to *Jasmine Lovric*, our referral client of the year, winning the grand prize 32" colour TV in our annual December draw. Remember, referrals are the lifeblood of any business, and there's no better source than you, our clients!

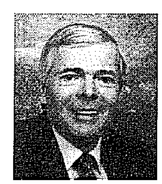
Also this first quarter of 2004, we honor:

Stan & Regina Czarnuch

who spread the word of our brokerage and brought us new clients. For this referral, we present Stan & Regina with a "dinner for two" gift certificate. Thank you, Stan & Regina!

Next quarter's referral business prizewinner could be you. Just mention W.B.White to a friend, relative, colleague, whomever. Thank you in advance.

Retirement Announcement!



Peter Graham
Account Executive

After 33 years of dedicated service, Peter Graham announced his retirement effective January 1, 2004. He began his career at W.B.White Insurance as a licenced insurance specialist in 1971 and quickly became an integral part of W.B. White's team of professional insurance advisors. The experience and knowledge that he achieved during his career enabled him to meet the challenge of developing the insurance protection programs best suited to his clients' needs.

Peter is proud of his past accomplishments in the community through his involvement in local organizations, activities and the industry he served. Having raised three boys in the area, Peter and his wife Fran plan to continue residing in Oshawa.

All the best in your retirement Peter!

Our clients say it best...

"My relationship with W.B. Insurance has spanned over fifty years and is a sure and certain testimonial to the executive and administrative competency of your officers and staff. Best wishes to all of you!"

Harold S. Sliter, Burlington, ON

Chartered Member
NSBCE
National Society of Brokers for
Consumer Education