

To our valued policyholders,

In the fall of 2025, Usborne & Hibbert Mutual Insurance Company undertook the implementation of a new core computer system. This upgraded software solution is a key component of our ongoing mission to provide you with competitive insurance solutions to protect your home, farm, business, and autos.

With any system change of this magnitude we anticipate delays as we work through the implementation process. In some cases, you may experience delays receiving your policy documentation for new policies, renewal policies, and changes to your existing coverage. Delays of this nature can be frustrating, and we apologize for any inconvenience this may cause you. In the interim, if you recently purchased a new policy, made changes to your existing policy, or are awaiting your policy renewal and have questions, please reach out to your agent or broker for details on your coverage or payment schedule. You can also contact us directly for additional information.

We want to thank you for your understanding during this transition period. We appreciate you choosing Usborne & Hibbert Mutual Insurance Company for your insurance needs.

Sincerely,

Shelagh Cleary  
President & CEO



***Usborne & Hibbert Mutual Insurance. Providing policyholders with peace of mind since 1876.***