SkyWatch Insurance Services Inc. (Canada)

Brokerage Disclosure Statement

This document provides important information about SkyWatch Insurance Services Inc. (Canada), our role as an insurance broker, and the standards of conduct governing insurance intermediaries in Canada.

1. About SkyWatch

SkyWatch Insurance Services Inc. (Canada) provides a fully digital insurance platform for drone insurance.

Customers can:

- obtain quotes
- purchase policies
- submit claims
- manage policy changes

directly through the SkyWatch online platform.

SkyWatch operates as a licensed insurance brokerage and does not underwrite insurance policies.

Policies sold through the SkyWatch platform are issued by the insurer through the underwriting manager.

2. Underwriting and Insurance Carrier

SkyWatch drone insurance policies are issued by:

Global Aerospace Underwriting Managers (Canada) Ltd.

This information is disclosed to ensure customers understand the nature of SkyWatch's role as broker and the identity of the underwriting partner.

3. Commission Disclosure

SkyWatch receives compensation in the form of commissions based on the premiums paid by clients.

SkyWatch does not charge additional fees beyond this commission unless explicitly disclosed.

Because policies are purchased online directly by the customer, SkyWatch's compensation does not influence any specific product recommendation.

4. Errors and Omissions Insurance Coverage

SkyWatch maintains Errors & Omissions (E&O) insurance coverage in accordance with RIBO requirements.

This insurance protects clients and the brokerage in the event of negligence or errors in policy handling.

Details of this coverage are available upon request.

5. Privacy and Personal Information

In compliance with RIBO regulations, customers must provide consent to the SkyWatch privacy policy before purchasing coverage online.

This consent is obtained as part of the digital purchase process and stored securely.

SkyWatch's privacy policy explains how personal information is collected, used, and protected.

Privacy policy: https://www.skywatch.ai/privacy-policy

6. Terms of Service

Customers using the SkyWatch platform agree to the SkyWatch Terms of Service and Privacy Policy as part of the quoting and policy purchase process.

Terms of service: https://www.skywatch.ai/ca/terms-conditions-ca

7. Complaint Handling Process

SkyWatch is committed to addressing customer concerns promptly and fairly.

Customers who wish to file a complaint may contact SkyWatch using the following channels:

Phone: 888-364-5033
Email: support@skywatch.ai

Complaints will be reviewed and addressed promptly and may be escalated to the Principal Broker if required.

If a complaint cannot be resolved, customers have the right to escalate the matter to the Registered Insurance Brokers of Ontario (RIBO).

8. Broker Licensing and Supervision

SkyWatch operates as a licensed insurance brokerage in Ontario and other Canadian provinces.

Insurance activities are supervised by the **Principal Broker**, who ensures compliance with RIBO regulations and oversight of insurance operations.

Licensing information may be reviewed through SkyWatch's FAQ:

https://faq.skywatch.ai/hc/en-ca/articles/360001031692-Is-SkyWatch-regulated

9. Additional Insurance Needs

SkyWatch provides aviation coverage specifically for drone operations.

If customers require additional insurance products such as:

- commercial general liability
- workers' compensation

they should consult their insurance broker or agent for those coverages.

Click on the links below to read our regulatory policies

Appendix A

Fact Sheet About Your Registered Insurance Broker

RIBO Fact Sheet

Registered Insurance Brokers of Ontario (RIBO) establishes rules and standards of professional conduct.

https://www.ribo.com/wp-content/uploads/2025/01/RIBO_Conduct_Sheet_040622-fact_sheet-1.pdf

Appendix B

CISRO Principles of Conduct for Insurance Intermediaries

The CISRO Principles of Conduct reflect common regulatory standards for insurance intermediaries in Canada.

https://www.cisro-ocra.com/Documents/View/2471