

# Letter of Transmittal

Regina, Saskatchewan  
June 2025

Her Honour the Honourable Bernadette McIntyre, S.O.M.  
Lieutenant Governor of Saskatchewan  
Province of Saskatchewan

May it please Your Honour:

I have the honour to submit herewith the annual report of SGI CANADA for the fiscal year ending March 31, 2025, in accordance with *The Saskatchewan Government Insurance Act*.

The Financial Statements included in this annual report are in the form approved by Crown Investments Corporation of Saskatchewan, as required by *The Financial Administration Act, 1993* and have been reported on by the auditors.

Respectfully submitted,



Jeremy Harrison  
Minister Responsible for Saskatchewan Government Insurance

# Minister's Message

As we reflect on SGI CANADA's performance in 2024-25, I am pleased to share some of the major achievements and milestones that characterized another successful year.

SGI CANADA demonstrated solid financial performance, achieving a net income of \$43.2 million, which enabled the company to return a dividend of \$18.0 million to the people of Saskatchewan. This reflects the company's continued commitment to contributing to the prosperity of our province.

In 2022, the Government of Saskatchewan approved a significant investment to replace SGI CANADA's core Information Technology systems. This past fiscal year, that investment came to fruition with the successful implementation of SGI CANADA's new Guidewire platform for policy handling, billing and claims. The new technology will enhance customer and broker services and improve operational efficiencies for the long-term.

SGI CANADA remains dedicated to its core values of integrity, caring, innovation and passion. These values are reflected in the company's strong customer service, community support and many partnerships.

In the 2024-25 fiscal year, over \$1 million was allocated to 123 sponsorships, emphasizing safety, security and diversity. Among these initiatives were major sponsorships aimed at fostering meaningful partnerships with Indigenous communities and organizations, and advancing the goals of Truth and Reconciliation in Saskatchewan. A \$31,000 partnership with Wanuskewin Heritage Park allowed for free admission every Sunday in August 2024, significantly increasing attendance and offering all visitors the opportunity to explore the rich history and culture of early plains First Nations. A multi-year, \$2-million commitment to YWCA Regina supported the opening of the healing lodge at the new kikaskihtâwaw Centre for Women and Families, facilitating operational and programming costs.

SGI CANADA also proudly supported the First Nations University of Canada Spring Celebration Powwow, and the 150th anniversary of Treaty 4 in Fort Qu'Appelle. Additionally, SGI CANADA's successful partnership with Contractor Connection leveraged a \$30,000 donation to the Saskatchewan Indian Institute of Technologies (SIIT).

Looking ahead, SGI CANADA announced a two-year financial commitment of \$750,000 to partner with IBAS on the launch of the Indigenous Broker Workforce Program. This innovative initiative aims to recruit, onboard and train Indigenous insurance professionals in Saskatchewan, promoting greater First Nations, Métis and Inuit representation within the insurance industry. Each year, 12 brokerages will be eligible for up to \$25,000 in funding, supporting recruitment, wage assistance and educational costs.

Further demonstrating its dedication to industry support, SGI CANADA has committed \$1.5 million over 10 years to the University of Regina to enhance undergraduate programming in data science. This investment aligns with Saskatchewan's Growth Plan and highlights SGI CANADA's pledge to produce career-ready graduates equipped to meet industry needs.

Reflecting on the past year, I would like to extend my thanks to SGI CANADA's staff, partners and Board of Directors for their unwavering commitment and contributions to a successful year. Their efforts impact our local economies and communities, driving forward the vision and values of SGI CANADA.

In closing, I am pleased to submit the 2024-25 SGI CANADA Annual Report.



Jeremy Harrison  
Minister Responsible for Saskatchewan Government Insurance

# President and Board Chair's Message

SGI CANADA demonstrated strength and stability in the midst of a challenging industry landscape over the 2024-25 fiscal year, achieving an overall net income of \$43.2 million and dividend of \$18.0 million returned to the Province of Saskatchewan.

Record investment earnings of \$132.9 million reinforced SGI CANADA's financial stability, reflecting a strategic approach to investments and risk management to support the company's operations and growth.

SGI CANADA's insurance revenue increased by \$84.1 million over the previous year, with a growth rate of 6.3%, totaling \$1.425 billion in Gross Premium Written nationally. Our insurance service result was \$27.1 million in profit, reflecting ongoing challenges related to claim costs.

## Claims

The summer of 2024 marked the most destructive period for severe weather events in the history of the Canadian insurance industry. SGI CANADA's claim costs were significantly impacted by these events, including a hail and windstorm that hit southeast Saskatchewan in June, a wildfire that ravaged Jasper and flooding that impacted Toronto in July, and a devastating hailstorm in Calgary in August, which became the second-costliest severe weather event for insurers in Canadian history.

Additional claims challenges included increased inflation costs for auto repairs, vehicle prices and property construction costs, as well as lingering supply chain issues causing delays and shortages of parts and building supplies. As a result, SGI CANADA continues to see claim costs and expenses outpace revenue.

## Business process, technology and product transformation

SGI CANADA's multi-year program to adapt business processes, enhance products and services, and replace technology platforms is nearing completion. By transitioning to a modern insurance platform for policy handling, billing and claims through Guidewire — a proven application used by over two dozen other insurers in Canada — we're better positioned to meet the future needs of customers and partners.

In the 2024-25 fiscal year, personal property and auto renewal policies, and commercial auto new business submissions were processed through Guidewire. We were proud to launch a new commercial auto product in Ontario through Guidewire, completing a full suite of product offerings in one of our biggest regions for potential growth. Preparations are underway for launching new commercial property and farm business through Guidewire in 2025. With each step, we've updated our products to align with industry standards, making them simpler and easier to understand for our broker partners and customers.

In addition, we expanded our improved customer portal, MySGI, beyond Saskatchewan to customers in B.C., Alberta, Manitoba and Ontario. This portal allows customers to access policy information, make payments and file claims online, enhancing their overall experience and convenience.

Our staff and partners received comprehensive training and support on our new systems every step of the way to ensure a successful transition. We're extremely grateful to our dedicated employees and partners for their hard work, flexibility and commitment, as their efforts have been instrumental in navigating through this period of change. As we look ahead, SGI CANADA is well positioned for future growth, leveraging our new capabilities and focusing on further technology enhancements.

## Customer, broker and employee satisfaction

Support for customers and broker partners continues to be a priority as we launch new systems and processes while maintaining operations and service levels.

In a year marked by significant change, customer satisfaction remains steady, with our main customer metric, the Customer Experience Index, showing an overall score of 65 out of 100. Customers rated us based on three factors: how they were treated, the value of our services, and the ease of doing business with us.

SGI CANADA partners with 296 brokerages across 1,884 locations in Canada. Our 2024 annual broker survey revealed that 49% of partners rated us as “better or significantly better” than competitors, down from last year’s result of 63%. This score reflects the challenges brokers have faced as they adapt to new technology changes and familiarize themselves with our new processes and product structure. Through consultation with brokers, we’ve addressed pain points, achieved success and continue to make improvements.

In SGI’s Employee Experience survey, 56% of employees reported high engagement, meaning their overall employee experience was positive in 2024. This score is nine points above the average for Canadian companies using the same survey, and places SGI above the national average for employee engagement. Despite the busy environment and ongoing changes, we’re proud of our teams for their talent and energy in supporting customers and partners.

## Thank you to our staff, partners and Board of Directors

Dr. Nnamdi Ndubuka joined the Board of Directors on June 1, 2024. Effective March 17, 2025, Chris Guérette was named Acting Board Chair, and Richard Carter was named Acting Vice-Chair.

In closing, we extend our gratitude to SGI CANADA’s employees and partners for their dedicated efforts in navigating change, and to the Board of Directors for their continued guidance and support.



Penny McCune  
President and CEO  
Saskatchewan Government Insurance



Chris Guérette  
Acting Board Chair  
SGI Board of Directors