

# PUBLIC ACCOUNTABILITY STATEMENT

---

## 2021



CANADA  
GUARANTY

*Proudly Canadian* **SINCE 2010**

[www.canadaguaranty.ca](http://www.canadaguaranty.ca)

CONTENTS

2021 PUBLIC ACCOUNTABILITY STATEMENT ..... 3

CORPORATE OVERVIEW | PROUDLY CANADIAN SINCE 2010 ..... 3

A MESSAGE FROM OUR PRESIDENT AND CEO ..... 4

COMMUNITY ENGAGEMENT..... 5

ACCESS TO FINANCIAL SERVICES AND SOLUTIONS ..... 7

OUR EMPLOYEES ..... 9

TAXES | PAID TO ALL GOVERNMENTS ..... 10





## 2021 PUBLIC ACCOUNTABILITY STATEMENT

The information shared in this report provides a detailed account of some of Canada Guaranty Mortgage Insurance Company's (CGMIC) activities related to community investment, number of employees and taxes paid in the most recent fiscal year (January 1 to December 31, 2021). This report addresses our regulatory requirement from the Canadian federal government as outlined in section 489.1 of the Insurance Companies Act.

A copy of this Public Accountability Statement is available online through the [Canada Guaranty website](https://www.canadaguaranty.ca).



## CORPORATE OVERVIEW | PROUDLY CANADIAN SINCE 2010

On April 16, 2010, a Canadian private investor group, comprised of the Ontario Teachers' Pension Plan and National Mortgage Guaranty Holdings Inc., acquired AIG United Guaranty Mortgage Insurance Company Canada. At the time, this transaction created the only 100% Canadian-owned private mortgage insurance company, known as Canada Guaranty Mortgage Insurance Company ("Canada Guaranty").

Canada Guaranty is dedicated to meeting the diverse needs of mortgage professionals and home buyers across the country. With a commitment to delivering service excellence, Canada Guaranty is proud to offer personalized support, value-added solutions, and a comprehensive suite of mortgage default insurance products to ensure Canadians are provided with greater access to affordable, responsible, and sustainable homeownership.

Canada Guaranty's commitment to supporting a healthy and robust housing market is reflected in the strong government relationships established with the Department of Finance, the Office of the Superintendent of Financial Institutions, and the Bank of Canada. In addition, Canada Guaranty works with various industry associations including the Mortgage and Title Insurance Association of Canada and Mortgage Professionals Canada, and is a member of the C.D. Howe Institute. Working with governments at the federal and provincial level, together with agencies and industry regulators, Canada Guaranty is dedicated to helping shape Canada's evolving housing finance policies and practices.

In pursuit of our vision to be the preferred default mortgage insurer in Canada, Canada Guaranty is committed to upholding the following standards of excellence:

- **Superior Service:** Canada Guaranty offers regional underwriting across the country bringing local expertise, along with industry-leading turnaround time and calls answered directly by experienced decision-makers.
- **Advanced Risk Analytics:** We continue to expand our best-in-class adjudication system and modelling techniques, providing pertinent and timely value-added lender insights and support, combined with advanced portfolio analytics capabilities.
- **Financial Strength:** Together with strong, long-term Canadian ownership, we continue to demonstrate industry-leading financial performance, supported by a current DBRS rating of AA (low).

For more information about Canada Guaranty and the solutions we offer, please visit: [www.canadaguaranty.ca](https://www.canadaguaranty.ca)

## A MESSAGE FROM OUR PRESIDENT AND CEO

---



In 2021, as the pandemic continued to disrupt anticipated events and cancel planned initiatives, our primary concern remained the support, health, and well-being of our employees, our customers, and our industry colleagues.

Despite these ongoing circumstances, employees demonstrated tremendous professionalism, engagement, and resilience. With much of the industry operating remotely and few opportunities to connect in person, I am proud of the dedication and level of support demonstrated between team members and with our partners, across the country. As always, preserving strong relationships, both internally and externally, has been our focus – and this was only enhanced over the past year.

According to the Canadian Real Estate Association, 2021 was one of the busiest years for Canada's housing market. This meant increased demand and as a result, the expansion of our national team to more than 155 employees. This growth has allowed us to better support our partners and build deeper relationships throughout our communities. Although government guidelines prevented a return to many of the annual functions and regular participation in scheduled events supporting growing charitable needs, I was heartened to see how employees came together to find opportunities to give back to both local and national causes, where possible.

We strive to cultivate a diverse and dynamic workplace, supported by a strong culture focused on delivering exceptional service and solutions that promote healthy, sustainable, and accessible homeownership for all Canadians. Throughout the uncertainty of the pandemic, Canada Guaranty was committed to providing stability by maintaining consistent underwriting standards and by supporting Canada's housing finance system to ensure a seamless mortgage insurance framework.

As we return to more normalized conditions, we appreciate each opportunity for reconnection and to building on our support for new and existing charitable partners in their effort to enhance the communities in which we live and work.

A stylized, handwritten signature in black ink, appearing to read 'A. Charles'.

**Andy Charles**  
President and Chief Executive Officer  
Canada Guaranty Mortgage Insurance Company

## COMMUNITY ENGAGEMENT

Canada Guaranty continues to recognize the importance of contributing to our communities and, in partnership with others whose focus aligns with our own, to create value while improving the lives of others. Our support is realized through corporate donations and regional participation with employees from all levels of the organization taking part in industry events to support a variety of charities and community programs.

In 2021, the COVID-19 pandemic continued to impact many organized events; however, we were pleased to add the Canadian Mental Health Association among the causes Canada Guaranty supports each year. We look forward to the coming months and the anticipated return to our increasing participation in, and promotion of, the many causes supported by our industry partners.

### Wellspring Cancer Support Foundation (Ontario and Alberta)

Canada Guaranty continues to be a proud, annual supporter of the Wellspring foundation through yearly contributions in support of their efforts to help cancer patients improve their quality of life.

### Canadian Red Cross

In May 2021, help was urgently needed in India as communities across the country faced a devastating surge in COVID-19 cases. Coordinated by the employee Social Committee, Canada Guaranty and employees from across the country came together to support a fundraising campaign for the *Canadian Red Cross India COVID-19 Response Appeal*. In just two short weeks, over \$9,000 was raised and the urgently needed donations helped support the Canadian Red Cross in their efforts to supply oxygen, PPE, emergency medical supplies, and more.

### Easter Seals Ontario

The summer of 2021 marked Canada Guaranty's eighth year sponsoring and participating in the Annual Dale Hawerchuk Charity Golf Classic tournament, hosted in Muskoka, ON. This important and highly anticipated event featured activities to generate continued support for Easter Seals Ontario.

### Canadian Mental Health Association

In September, Canada Guaranty was proud to attend a partner-organized annual Golf Tournament, hosted to promote awareness about mental health and mental illness. In addition to participating in this well-attended event, Canada Guaranty provided a donation, which contributed to the tournament-raised total of \$130,000 in support of the Canadian Mental Health Association.



## Alzheimer Society of Canada

Through an industry partnership, Canada Guaranty was pleased to participate in fundraising efforts that supported Alzheimer Society Canada. Active in communities across the country, Alzheimer Society Canada is the leading nationwide health charity supporting people living with all forms of dementia (including Alzheimer's disease), their families and their caregivers.

## Food Banks Canada

With so many charities facing another difficult year of increasing demand due to pandemic lockdowns, job losses, and significantly reduced donations, Canada Guaranty continued its annual tradition of supporting Food Banks Canada with a contribution made during the holiday season.

## Holiday Helpers

Throughout December, employees continued to engage in what has become an annual tradition through Canada Guaranty's "Holiday Spirit" initiative.

During this week of expanded generosity, a series of fundraising activities were organized to help build awareness, promote community involvement, and generate funds matched by a corporate donation in support of Holiday Helpers and their work to provide customized holiday packages. Delivered throughout Toronto to families with young children living in low-income situations, these packages include a holiday meal, a decorated tree, and individualized holiday gifts.

## ACCESS TO FINANCIAL SERVICES AND SOLUTIONS

Since 2010, Canada Guaranty has supported regional and national mortgage and lending partners to help more than 555,000 Canadians realize their dream of homeownership!

With a direct impact on the home buyer's ability to purchase a home, each year Canadians are taking advantage of the improved choice mortgage insurance offers, including:

- The ability to purchase a home without having to save for a 20 per cent down payment.
- A comprehensive product suite designed to meet their changing homeownership goals.
- Greater flexibility through affordable premiums and lower down payment options.
- The ability to port or transfer the mortgage insurance from one home to another, anywhere in Canada.

Whether it is a new graduate, a newlywed, a new parent, or someone who is new to Canada, Canada Guaranty's mortgage solutions support every stage of life and a variety of financial circumstances, including products designed to provide mortgage financing for:

- First-time home buyers;
- Borrowers with limited down payment;
- Investment properties;
- Second homes;
- Asset enhancement through value-added home improvements;
- Borrowers who have relocated to Canada; and
- Homeowners wishing to make energy-conscious choices for their home.



For more information about our complete product suite, please visit:

<https://www.canadaguaranty.ca/complete-product-suite/>

### The Homeownership Solutions Program | Helping More Homeowners Stay Homeowners

Most Canadians could not imagine losing their homes, but unexpected financial difficulties can leave homeowners in a challenging situation. Specifically designed to help borrowers who are experiencing temporary financial hardship, Canada Guaranty's Homeownership Solutions Program offers more options and critical alternatives to potential foreclosure, ensuring borrowers are given the best opportunity for sustainable, long-term homeownership. Throughout the pandemic, the mortgage default insurance industry responded to an increasing concern for Canadians financially impacted by the pandemic. Canada Guaranty quickly pivoted to enhance our Homeownership Solutions Program to include solutions designed to mitigate short-term financial hardship, as a result of COVID-19. The Mortgage Deferral Program was launched to allow homeowners facing unemployment or reduced employment – because of the coronavirus crisis – additional flexibility to temporarily suspend mortgage payments for a defined period.

In addition, Canada Guaranty's Homeownership Solutions Program was instrumental in supporting those affected by the devastating wildfires and severe flooding throughout British Columbia.

For more information about the Homeownership Solutions Program, please visit:

<https://www.canadaguaranty.ca/homeownership-solutions-program/>

## Accessibility

Canada Guaranty continually works to inform affected business areas, update internal policies and guidelines, and review customer-facing technologies to ensure requirements are upheld and deadlines are met under the Accessibility for Ontarians with Disabilities Act (AODA). This includes updates to successfully comply with the Website Content Accessibility Guidelines (WCAG) 2.0 Level AA.

## Creating Value through Continuing Education and Industry Training

At Canada Guaranty, we continually strive to adapt to our evolving market environment and the changing needs of our customers through education. We do this by promoting open dialogue and creating opportunities for knowledge sharing through ongoing training in the form of:

- Interactive accredited courses (delivered in-person or live webinar),
- Topical, expert-led industry presentations, and
- Customized regional seminars

For our valued customers, we hope to provide a critical resource to help identify the demands of the Canadian housing market, provide insight to help achieve personal business objectives, and offer solutions to better understand how to approach the circumstances of each unique home buyer.

Please visit the Canada Guaranty Training Centre for an overview of courses available through live webinar presentations at: <https://www.canadaguaranty.ca/training-centre/>

## First-Time Home Buyer Resources

Canada Guaranty is pleased to offer helpful resources to support Canadians on their journey toward responsible homeownership.

In addition to seeking the knowledge, experience and expertise of a qualified mortgage professional, new home buyers can reference Canada Guaranty's First-Time Home Buyer's Workbook. This comprehensive guide provides helpful information about the home buying process, with a focus on:

- What to consider before purchasing a home;
- What to expect throughout the home buying process; and
- How to budget for future maintenance of the home.

For additional information about the First-Time Home Buyer's Workbook, please visit: <https://www.canadaguaranty.ca/first-time-home-buyers-workbook/>



## OUR EMPLOYEES



At Canada Guaranty, the professional development of our employees through continued training and educational opportunities is encouraged at all levels. Employees are provided with access to a wealth of internal and external resources and supported by a committed leadership team focused on promoting a strong culture where employees feel valued, connected, and engaged.

Recognizing that the workplace is constantly evolving, Canada Guaranty is proud to promote a work environment centered on supporting an effective balance between producing exceptional results and ensuring employees have the necessary flexibility to continually enrich their lives and the communities in which they live. Pre-pandemic,

a significant number of employees worked remotely, and will continue to do so. Over time, we look forward to our Toronto-based teams returning to our corporate office.

Canada Guaranty continues to meet increasing demand by providing regional knowledge and local market expertise, delivered through a growing team of risk managers, account executives and underwriters, serving communities across the country.

As of December 31, 2021, the Canada Guaranty team increased to 158 employees, including 155 full-time and 3 part-time employees.

### Number of Employees in Canada

Province	Full-Time	Part-Time	Total
Alberta	13	1	14
British Columbia	8	1	9
Manitoba	1		1
New Brunswick	2		2
Nova Scotia	4		4
Ontario	104	1	105
Quebec	23		23
<b>Grand Total</b>	<b>155</b>	<b>3</b>	<b>158</b>

## TAXES | PAID TO ALL GOVERNMENTS

In 2021, Canada Guaranty recorded a total of \$125.5 million of Canadian taxes paid. This includes a total of \$94.4 million of corporate income taxes and \$31.0 million of premium taxes. The following table shows the taxes paid to federal and provincial governments in 2021, as applicable.

Canada Guaranty Tax Payments for the year ending December 31, 2021

Region	Income Taxes (\$)	Premium Taxes (\$)	Total (\$)
Federal	54,554,971.00		54,554,971.00
Alberta	6,528,292.00	7,865,246.16	14,393,538.16
British Columbia	6,525,613.74	5,249,614.04	11,775,227.78
Manitoba	1,399,917.07	845,182.98	2,245,100.05
New Brunswick	627,373.36	323,884.94	951,258.30
Newfoundland and Labrador	699,052.58	561,749.21	1,260,801.79
Northwest Territories	54,245.61	33,988.61	88,234.23
Nova Scotia	1,239,170.85	854,250.14	2,093,420.99
Nunavut	1,317.74	795.15	2,112.89
Ontario	14,908,376.32	9,399,669.53	24,308,045.85
Prince Edward Island	177,614.52	107,078.94	284,693.46
Quebec	6,157,556.00	4,492,403.58	10,649,959.58
Saskatchewan	1,534,093.02	1,233,473.38	2,767,566.41
Yukon	59,802.05	48,397.63	108,199.68
<b>TOTAL</b>	<b>\$94,467,395.86</b>	<b>\$31,015,734.30</b>	<b>\$125,483,130.16</b>



Canada Guaranty Mortgage Insurance Company  
1 Toronto Street, Suite 400, Toronto, Ontario M5C 2V6  
[www.canadaguaranty.ca](http://www.canadaguaranty.ca)

Main Number 866.414.9109 | National Underwriting Centre 877.244.8422