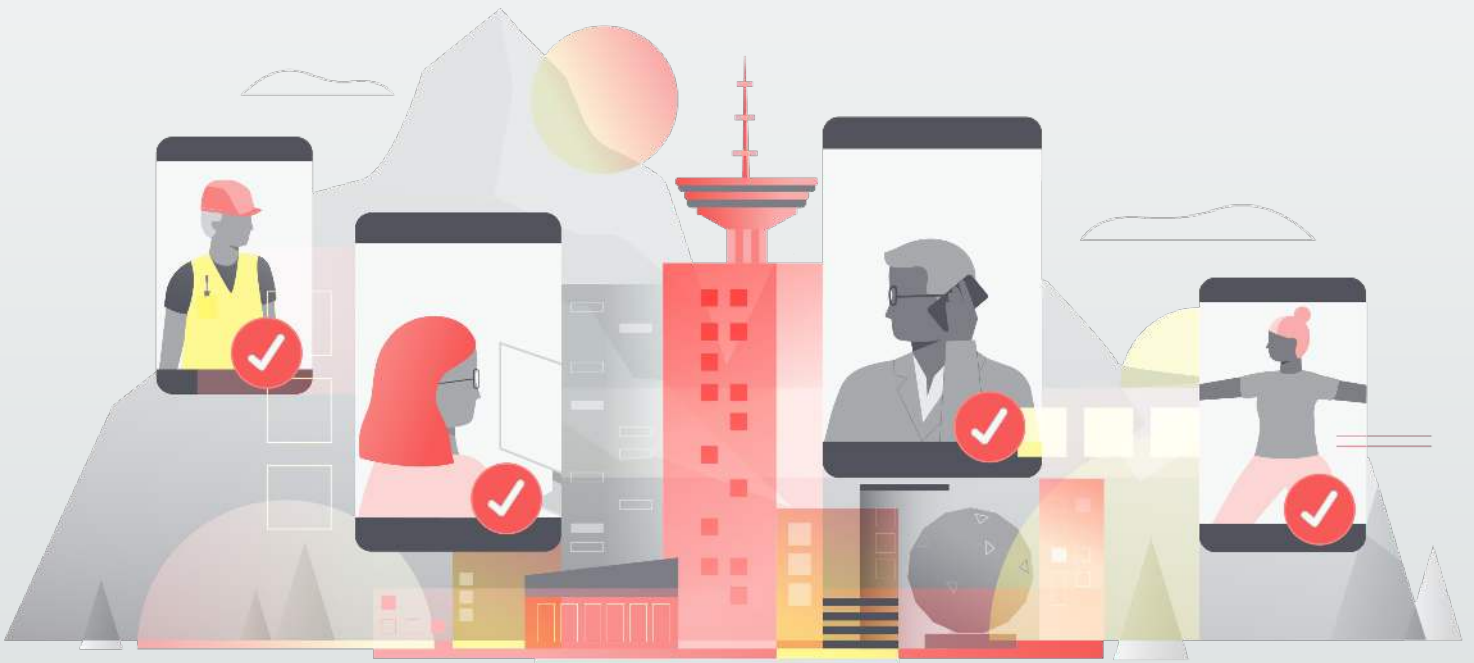


2023



# Duuo by Co-operators 2023 Partnership Report



# Letter from Sunni Shannon

Dear Partners, Prospects, and Friends of Duuo,

I'm thrilled to present the Duuo by Co-operators 2023 Partnership Report! This report showcases not only our partnership accomplishments from this year, but also how proud we are to work with so many fantastic businesses that run the extra mile for their clients.

2023 became the year the Duuo by Co-operators team launched into the embedded insurance space. This allowed us to work on initiatives that could truly showcase the innovation, dedication, and technological value we bring to the table.

Moreover, we have a few enterprise partnerships that we can't wait to tell you about in 2024. Until then, stay tuned!

From small Canadian businesses that participate in craft shows to the students in university towns renting their first apartments, we're incredibly grateful that our partners have trusted us to provide their clients with insurance they can genuinely rely on.

Thank you to our partners for your continuous collaboration. We wouldn't be in this position without you.



**Sunni Shannon**  
Partner Success Manager,  
Duuo by Co-operators

A handwritten signature in black ink, appearing to read 'Sunni Shannon', enclosed within a thin black rectangular border.

# Launching into the embedded insurance space

## Duuo by Co-operators: Table Tennis Social

In mid-November, Duuo by Co-operators hosted our first event as an embedded insurance company. We did this as a way to officially establish ourselves within the Canadian tech space while showing our current partners and prospects some well-deserved appreciation.

Our Table Tennis Social was hosted at SPIN Toronto—a ping-pong social club located in the heart of downtown Toronto. From a full-out table tennis tournament to a customized menu of delicious cocktails and appetizers, it's safe to say our guests had a fun-filled evening.

Around **50 guests** (not including the Duuo by Co-operators team) joined us for this special event. It was great to meet some friends of Duuo face-to-face and to get to know some newer acquaintances of ours.



## First Event Insurance API partnership with Univerus Sport & Recreation

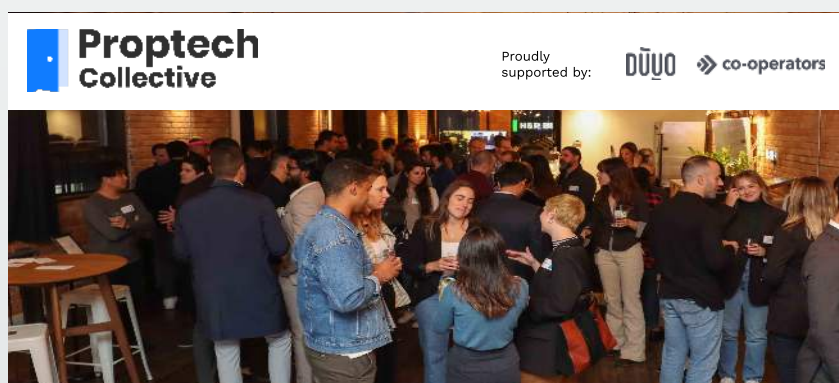


2023 was the year we officially began our shift into the embedded insurance space. It's safe to say we were absolutely ecstatic to have the opportunity to launch our first Event Insurance API partnership with Univerus Sport & Recreation!

This partnership works to provide event hosts the ability to rent out a recreational facility and secure event insurance all-in-one seamless experience. The benefits of this integration also extend to facilities utilizing the Univerus Sport & Recreation platform as they'll automatically be included as an additional insured on purchased policies, ensuring they immediately receive confirmation of insurance when their facility gets booked.

Check out our [press release](#) to learn more about this partnership.

## Proptech Collective Autumnal Happy Hour



This past October, Duuo by Co-operators sponsored a happy hour event with Proptech Collective—a company that focuses on strengthening the Proptech community within Canada.

Here, we introduced our embedded tenant insurance solutions to an enthusiastic group of proptech and real estate professionals. We had an excellent time with the team at Proptech Collective and were delighted to see some new and familiar faces. We'd like to thank Proptech Collective for their hard work and collaboration on this fantastic event!

Duuo by Co-operators was also mentioned in their 2023 Proptech in Canada Report. You can find the report [here](#).

# Partner Spotlight:

## West Grey Municipality



In November 2022, the leaders of the Southwest Ontario Municipality, West Grey, were looking for a way to better protect the community spaces, events, and members of their region.

West Grey's main goals in a potential insurance partnership were as follows:

1. To provide simple and affordable event insurance to their community members,
2. Easily keep track of policy purchases and cancellations, and
3. To select an insurance provider they could genuinely rely on.

After recognizing the alignment between Duuo and West Grey, the partnership began. From that point on, we collaborated on many projects and event sponsorships throughout the year to really enrich this partnership.

### Community Mural Initiative

Earlier this year, Duuo and West Grey connected with a local artist to create a mural inspired by the vibrant event culture and community within West Grey. We hired a local artist to add an extra personalized touch to the piece we were trying to present—one that could accurately depict this incredible community!

After a few months of hard work, the talented **mural artist Gary McLaughlin** successfully brought the community vision to life.

If you're curious to see the mural, as well as some partnership stats, check out the next page! Or visit the mural in person at **536 Mill Street, Neustadt ON.**





Lowest amount an event host has paid for coverage:

**\$5.67**

Average number of policyholders per month:

**20**

Average amount an event host pays for coverage:

**\$42.05**

Most common event types covered:

**Ice hockey games & family reunions**



# Vendor Sponsorship Fund

An initiative that quickly became a partner favourite for vendor event organizers this year was none other than the Vendor Sponsorship Fund—an application-based program set to provide support to the entrepreneurs who make Canadian communities so vibrant.

The marketing team at Duuo by Co-operators started this fund as an ode to how Co-operators began, by a group of farmers who developed a sustainable business model that works to benefit many different groups of Canadians (and still does to this day). With this in mind, we put approximately **\$10,000 towards this initiative!**

When selecting fund recipients, our goal was to find social impact elements. We made our selections based on whether the event was in service of a social cause, celebrated diverse cultures, etc., in hopes of giving back a little to the communities that give so much.

From general event funding to providing lunch vouchers at events, to supporting artisans who are just starting their businesses, it's safe to say this initiative was a hit among our vendor partners.

In total, there were **12 incredible fund recipients**. *Check out a few of them on the next page.*



## Seedy Saturday

Hosted by The Georgina Brock Garden Club, this horticultural society put together the ultimate Spring **sharing and learning event** on all things plants, flowers, gardening, and more. This sponsorship recipient put their money towards **funding vouchers for vendors to get a free lunch** while exhibiting at Seedy Saturday back in March!

# \$10

Present this ticket for \$10 towards lunch prepared by St. Paul's Anglican Church

**Seedy Saturday Lunch Voucher**  
provided by Duuo Insurance

Duuo.ca  
@DuuoInsurance

# DŪYO

IMAGE: Lunch voucher for Seedy Saturday



IMAGE: Sari Sari Mercado Family/Event Organizers

## Sari Sari Mercado Market

In celebration of **Philippine Heritage Month**, Sari Sari Mercado used their sponsorship money to help organize their annual market this past June. This market comprised of many talented Filipina/o/x business owners and creatives from the local area. Ran entirely by a family-owned business, Yelo'd Ice Cream, **the event organizers take pride in sharing their heritage** with the communities around them.

## Give Me Liberty Street Party

Liberty Village BIA is a non-profit organization that works to **foster a strong sense of community within a dense urban core** in Toronto. Cities can be lonely, but they work to counteract that. Produced by CBM Event Productions, their fund money was put towards organizing their annual street party market. Every year, they transform local spaces into outdoor events that include over 30 local vendors, live music and community-based activities. This past summer, **over 3,000 people** from around the city showed up to support and connect.



IMAGE: Give Me Liberty Street Party Sponsors



# Partner Satisfaction Survey

Every year, Duuo by Co-operators sends out a survey to a group of current partners to get a better understanding of how satisfied they are with our services. For us to know what we need to work on next, this survey helps us gauge common themes of what's working and what isn't.

This year, we sent out surveys to **491** of our 900+ partners. Here, we asked a few questions along with a request to rate our services out of 5 stars. Once the results came in, we were thrilled, to say the least.

Duuo scored an average rating of **4.7 out of 5 stars** and an overall **94% satisfaction** across the board!

Moreover, the **top-rated partnership perks** among partners included receiving automatic confirmations of insurance, discounted pricing for clients, and being notified when a client cancels their policy.

*"We've been really happy with Duuo single event insurance, it has been extremely helpful for clients looking to hold one-time events at our facilities."*

**Aaron D.**  
Trinity-St. Paul's United Church

*"As a property manager, this partnership makes tracking insurance so much easier! Thank you for an automated process that in turn saves us time."*

**Caitlin B.**  
Diverse Properties

*"Customer service has been outstanding. Even when I have super complicated market needs, the Duuo team is always happy to deliver and sort out the details. Our partnership with Duuo has been invaluable, not only to us but to our vendors as well. Thank you so much for your continued support and help!"*

**Leena S.**  
Heritage Park



Thank you to our partners for an excellent year! We're excited to see what 2024 brings.

**Interested in learning more about Duuo by Co-operators partnership services?**

[Click here](#)



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