

ING Insurance consolidates its Quebec presence by doubling the size of its Saint-Hyacinthe head office

Firmly committed to pursuing its growth, ING Insurance, the largest property and casualty insurer in the country, is consolidating its presence in Quebec by doubling the size of its regional headquarters in Saint-Hyacinthe. The building, which houses 800 employees, now has a surface area of some 200,000 sq. ft. (18,580 sq. m.).

The expansion project, begun in the summer of 2004 and representing an investment of over \$15 million, makes it possible to bring under one roof the teams that had been scattered among seven different offices in this Montérégie municipality, and provide them with a workplace better suited to their needs.

“ING Insurance has the largest share of the P&C market in Quebec. It was essential for us to have a building that would enable us to meet our customers’ expectations even more efficiently and to provide the best possible support to our Quebec workforce of some 2,300 employees,” said Jacques Valotaire, Executive Vice President of ING Canada.

Comfort and environmental integration

The new wing is superbly integrated with its environment, thanks in large part to its vast windows. This and other design features, including the high level of comfort it will afford the people who work there, make it a truly outstanding building. It was designed by the Saint-Hyacinthe architectural firm of Duclos Fournier in close cooperation with municipal authorities. Environmental integration and harmony with the existing building were always foremost concerns.

At the same time as the construction of a new wing, major renovations were undertaken in the original section built in the late 1950s. The renovations have given both buildings the unified look of a single complex, made up of two integrated yet independent entities.

For Jacques Valotaire, the Saint-Hyacinthe head office expansion project represents not only a decision to help achieve the business objectives of ING Insurance in Quebec, but also a choice that reflects the company’s commitment both to its socio-economic environment and to its employees.

“Saint-Hyacinthe is a city in transformation with a specific vision for its economic development. By strengthening our presence, we are affirming our confidence in the future of this booming municipality while, at the same time, offering our employees a healthy, pleasant and easily accessible place to work. This is a significant selling point in terms of quality of life in the workplace and loyalty among the members of our team.”

About ING

ING Insurance, a subsidiary of ING Canada Inc. (TSX: IIC.LV), is the largest property and casualty insurer in Quebec and in Canada. ING Canada has some 6,500 employees, including 2,300 in Quebec, and a network of more than 700 points of sale in Quebec. Its Quebec claims department recently obtained ISO 9001:2000 certification, making ING Insurance in Quebec the only insurer in the world whose superior customer service is certified by this prestigious organization. ING Insurance offers auto, home and liability insurance products to individuals and businesses.

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