

March 24, 2020 Ref: **COVID-19**

As we all face uncertainty with the spread of the COVID-19 virus, our priority is to take care of our clients, employees and the communities in which we live and work and to do our part to help slow down the spread of this virus.

We are monitoring the situation closely and have established guidelines to counter the spread of the virus at our office.

We keep our employees regularly informed and take proactive measures to maintain our level of service for you in this unique environment. This is why we are implementing the following procedures.

The office is closed to walk-in traffic, until further notice. We encourage our clients to contact us by telephone, email or fax. We are able to send all renewals, endorsements and new policies by email. As long as we have your email address on file. All payments can be made on line (Interac eTransfer), bank draft, money order, cheque or payment plan.

We are aware that these procedures may not work for everyone. If this is the case for you, please contact our office at your convenience. Our office hours remain unchanged. Monday to Friday 8:30 – 12:00 and 1:00 – 4:00.

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