



June 2020



Paul Douglas

## Dear partners,

I sincerely hope that this newsletter finds you well, and that you and your families have stayed safe and sound during these unprecedented times we have all been facing together.

Since early March 2020, when the World Health Organization declared the coronavirus (COVID-19) outbreak a pandemic, our lives have been drastically altered, both professionally and personally.

At The Personal, we are proud of our strong business continuity plans and our ability to continue to deliver on our commitments to our partners and clients. As an organization we were quickly able to mobilize employees and set them up to work from home. This ensured a seamless transition, so we could continue to service our valued clients.

On March 16, our parent company Desjardins, was the first Canadian financial institution to announce relief measures in response to the COVID-19 pandemic. Since then, we have introduced additional measures for eligible home and auto insurance clients as well.

Now more than ever, Desjardins and The Personal are embracing our cooperative values and honouring our mission to help improve the economic and social well-being of people and communities. As an organization, we have donated more than 60,000 PPE masks and The Personal has donated \$50,000 to healthcare related charities.

Vacations may look different this summer, but with the warm weather upon us, I hope you will be able to enjoy some quality time outside. Time spent gardening, time spent walking or hiking in nature, and time spent with family and friends will definitely help lift our spirits.

I wish everyone a safe and enjoyable summer—I hope you get to enjoy some down time and some nice weather!

As always, we thank you for your support and partnership!

Paul Douglas  
Senior Vice-President



# Happening now: Our new environmental initiative—Paper-Free!

When members of your organization choose The Personal, they can also sign-up to access our convenient Online Services – so they can manage their policies anytime, anywhere paper-free!

We make it simple and seamless for clients to register for Online Services so they can take advantage of several unique features, including:

- ▶ The ability to view policy documents online 24/7
- ▶ Change addresses or update payment methods
- ▶ Add a driver
- ▶ File a home or auto insurance claim
- ▶ And sign-up to go paper-free!

Plus, to recognize the reduction in paper consumption, we will plant a tree in partnership with Tree Canada for each new client who signs up for Paper-Free between now and July 31, 2020. Help us spread the word to your members and/or employees!



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To learn more, visit: [thepersonal.com/customer-space/online-services](https://thepersonal.com/customer-space/online-services).

