



L&A MUTUAL INSURANCE Co.

ESTABLISHED 1876

P.O. BOX 174, 32 MILL STREET E., NAPANEE, ONTARIO K7R 3M3

TELEPHONE: (613) 354-4810 FAX: (613) 354-7112

Toll free: 1-800-267-7812 Emergency Claim Response: 1-800-722-9556

www.l-amutual.com

A Message from the President regarding our response to COVID-19:

As your insurer, L &A Mutual Insurance Co. manages risk every day. We take health and safety very seriously. We will approach the COVID-19 outbreak no differently. We are continuing our business operations, with our goal to maintain the high level of service to which our clients are accustomed, but with necessary modifications to keep our employees, policyholders and the general public as safe as possible. *As the situation remains quite fluid, please note that our response may change quickly.*

With this in mind, the following modifications will be initiated immediately into our daily routines:

- Social Distancing – we will limit personal contact wherever possible, opting instead for electronic ‘touch-free’ solutions;
- We will immediately halt all loss prevention inspections other than exterior and visual only;
- Claims services will continue via telephone and electronic communications only.
- On site: the main entry door will remain locked with instructions to visitors to call the posted number;
- Employees who are sick must stay home, even if they believe they only have a ‘common cold’;
- Self-containment of 14 days is mandatory for any employee who has been in contact with someone that has tested positive for the virus; or if they are feeling unwell; or if they have travelled recently, especially to a high risk area (See World Health Organization website);
- Employees traveling for work is restricted unless authorized by Management;
- Deliveries requiring a signature – gloves and masks to be worn at all times.

While these adjustments may pose an inconvenience and we hope that they are temporary, please note that our priority at this time is the safety of our Policy holders, Staff and Agents. L&A Mutual Insurance Co. takes the recommendations of the World Health Organization and Health Canada very seriously. Let’s all do our part to ‘flatten the curve’ on this virus so those who need critical care can receive it. Stay safe.

With thanks and kind regards,

Mike Salmon
President

March 16, 2020

