

COVID-19: A Message from the President...

March 2020

I would like to take this opportunity in these uncertain times to connect directly with our clients, advisors, distributors and employees to let you know that your health, safety and security continue to be our number one priority.

We are currently taking every precaution to ensure that our team is able to support any of the ongoing needs that you may have, by deploying a significant portion of our employees to working remotely to do our part to reduce face to face interactions in order to help flatten the curve on new cases identified.

This includes leveraging our industry leading remote enrollment capability, enabling our advisors to continue to conduct and submit new business while avoiding the need for face-to-face interactions.

It also includes continuing to remotely offer world-class claims and customer service, leveraging our electronic document management capabilities.

We will also be handling all other critical aspects of our business remotely, including collection of premiums, payment of commissions, and the ongoing administration associated with the 60,000 plus policies that we currently have in force.

It is interesting to note that one of the outcomes of the current uncertain environment is an increasing number of client enquiries about our products and services, and more specifically Critical Illness, Life Insurance and Disability Income. Maybe not surprising as people reassess their financial security and recognize that they are vulnerable.

In addition to making changes to our daily operations, we hope that you will find the below links helpful in providing you with ongoing access to important and relevant information from all levels of government.

Useful Links

Government of Canada

[COVID-19 Overview](#)
[Government of Canada takes action on COVID-19](#)

Provincial Governments

[Alberta](#)
[British Columbia](#)
[Manitoba](#)
[New Brunswick](#)
[Newfoundland and Labrador](#)
[Northwest Territories](#)

[Nova Scotia](#)
[Nunavut](#)
[Ontario](#)
[Prince Edward Island](#)
[Québec](#)
[Saskatchewan](#)
[Yukon](#)

Additional Resources

[World Health Organization](#)
[Public Health Agency of Canada](#)
[Public Health Ontario](#)
[Infection Prevention and Control Canada](#)
[Worldwide COVID-19 Information and Statistics](#)
[CBC: The latest coronavirus information in your part of Canada](#)

We understand that these are unprecedented times and we want you to know that if there is anything that we can do to help, please let us know. For assistance, please contact our Customer Service Department at 1-877-902-3343 (EDGE) or customerservice@edgebenefits.com.

Please take care.

Sincerely,
The Edge Benefits,

A handwritten signature in black ink, appearing to read 'Neil A. Paton', with a stylized flourish at the end.

Neil A. Paton, CLU, CHS, CPCA,
Partner, President, and Chief Executive Officer