

**GRENVILLE MUTUAL'S SOCIAL RESPONSE TO THE COVID-19 PANDEMIC**  
**Open letter to our Brokers, Policyholders and Communities in Eastern Ontario**

Regardless of your personal situation, the COVID-19 pandemic has been a game-changer for almost everyone.

To many of you in Eastern Ontario, we are *your* Mutual insurer. We live here, and we only invest here. Through storms, world wars, depressions, a few pandemics, and everything in between, we have stayed right here. Our Policyholder members insist on good service, good product, honesty and that we do right by our communities where we all live.

We are Canadian. We are member governed. We don't have shareholders demanding profit each year to cloud our good judgement. Our members are guided by a simple philosophy of doing what is right for all. They believe in the common good and see the benefit of helping others in need before helping themselves. We are honoured to play a part in this movement.

Has COVID-19 changed any of this? The simple answer: *yes*. Our long-held beliefs and values have become stronger.

Yes, 90% of our amazing staff now work from home offices balancing lives that have been kicked sideways. Our future work world has been changed forever. We share your anxiety about the future and everything else the pandemic has thrown at us. However, we have kept our people fully employed for you – paying claims, working with your dedicated Brokers and Agents, and proactively finding ways to help our members get through a time that is difficult and stressful.

Each year, we partner with 65 to 90 local organizations. From 4-H to seniors, mental health, hospitals, and agricultural fairs. It is a long and varied list.

Now, we see the need to do more.

- Donating bio suits for a hospital
- Allocating \$1,000 to each employee, director, and brokerage partner so they may direct a donation within their own unique community to support our “unsung” heroes; those that work tirelessly and often out of the limelight.
- Designating a fund of \$292,000 to be strategically targeted locally to people's recovery from this pandemic and their integration into the new world to come.

It's true, as a member Policyholder, this support will not go directly into your pocket as a small rebate or gift. But it may have a profound life-changing effect on someone in your family, or your neighbour, or someone you may never meet.

Not everyone will agree with this way forward, however we are very proud of what our members make happen in our communities. We see the gratitude of what we do each year, and how it affects lives.

True, we are usually very quiet about what we do as a company. Many say we should do more to “toot our own horn.” Personally, I don't agree. It is just better to act.

Our collective journey through this pandemic is far from over. We will be doing more because more will be needed. I am inspired by the good that is being done by so many. Our mutual members lead the way in helping others. It's what makes the world go around, and what makes our world better.



Pam Marson, FCIP  
President and CEO