

NAVACORD: Focused on Clients and Colleagues through COVID-19

There is no denying that COVID-19 has altered the state of the world—for individuals, families, and businesses alike. The future is coming at us fast. We are dealing with a rapidity of change that none of us have experienced before.

In these uncertain times, we wanted to reach out directly to share how Navacord is facing these new challenges while continuing to support those who rely on us.

As a leading insurance and risk management firm, with clients and teammates across Canada, it was important that we were an *early responder*. We had been closely following the global spread of COVID-19, the responses of nations and businesses alike, and knew it was a matter of when—*not if*—North America would feel its broad impacts.

At Navacord, we have centered our response on our commitment to clients and protecting the health and safety of our colleagues. This meant responding with agility to remove barriers for remote work—successfully enabling our teams with access to the technology, systems, resources, and guidance they need to continue delivering to our clients and serving our communities.

We focused on ensuring that all of our clients had access to their insurance professionals. We proactively reached out to those clients deeply impacted by COVID-19 to provide advice and potential risk/cost mitigation strategies. We worked with our insurance companies to ensure access to capacity and preferred payment options for our clients. We were privileged to welcome new clients who were seeking our leading expertise and service levels throughout this difficult period.

In this unprecedented time, our expert advisors are uniquely placed to understand the challenges, issues, and questions you face, while bringing our shared knowledge base to the table. With eyes on the insurers, key industries, and the Canadian government, we are committed to providing regular updates and thought leadership with a focus on clarity and ongoing education.

Now, more than ever, we are extending our support. We are always available to provide advice, but we encourage you to view us as an extension of your business—your personal out-sourced Risk Manager or Consultant. The Navacord team continues to look for new ways to provide value and manage risk in this ever-changing environment. Let us provide the strength and advocacy you need. We were there to celebrate your wins, let us now help build your resilience.

We thank you for your continued business. Stay safe and stay healthy.

Sincerely,

Shawn DeSantis, President & CEO | T. Marshall Sadd, Executive Chairman