



We know these are challenging times for everyone due to Covid-19. We are monitoring the situation closely and ensuring we support both our employees and our valued distributors and advisors. Rest assured we are here for you and ready to help you with your business.

What are we doing?

- Business as usual through the implementation of our business continuity plan
- Caring for the safety of our employees through travel restrictions, low floor density and a temporary ban on large meetings and conference attendance
- Although we are doing our best to maintain our SLAs, please note they may be reduced for paper transactions due to having less people in the office
- We're using digital tools to maintain face-to-face contact
- As always, our sales team is here to help. Although in person meetings might not be the best option at this time, they are available for your calls and virtual meetings.

How can we help you?

Lessen the requirements for paper interactions through our digital business tools

- We will only accept eApp for the next 14 days, if you need assistance how to do so, please contact your sales director
- webcappow for you and My ivari portal for your clients
- Marketing app to download and send marketing materials
- Electronic payments for premiums
- Electronic forms on ivari.ca, including inforce policy requests and changes
- A reminder to be aware that hacking and phishing could be more prominent now as some people might take advantage of a vulnerable situation
- Our call centre remains open

Answering your questions

We have received Covid-19 related business questions from some of you and are creating an FAQ. Keep checking the [Covid-19 page](#) on the ivari.ca secure site for the FAQ, and we will add any new questions we receive.

Please stay safe and healthy during this difficult time.