



Coronavirus (COVID-19)

As your insurer, we are always mindful of how to mitigate risk. The outbreak of COVID-19 is no different. We are focused on keeping staff and policyholders and extended family healthy and safe and doing our part to “flatten the curve” on this virus so those who need critical care can receive it.

Here at Dumfries Mutual we are continuing with our business operations but with necessary adjustments. We are following all measures recommended by Public Health officials to reduce the risk of transmission. Moreover, we are requiring any staff or board members who have recently travelled, or are currently or will be travelling by air in the near future, to self isolate for a period of 14 days upon return. We do currently have staff who are working from home who continue to be available by phone and email to serve your needs. These staff members are not showing any symptoms and have not travelled in the critical areas. We simply want to take every precaution.

We are encouraging Agents to reschedule any non-essential meetings (e.g., renewals and inspections) or to conduct them by phone or email as much as possible. You may be able to assist your agent by emailing photos that you are able to take, as one example. Your cooperation in helping to minimize risk is very much appreciated. Should you need to meet with your Agent, a Claims Adjuster or Subcontractor of Dumfries at your site, you will be asked these questions:

1. Have any occupants in the home / business travelled within the last 14 days? If so, from where?
2. Do any occupants in the home / business have any symptoms such as fever, cough or shortness of breath?
3. Have any occupants in the home / business been tested for COVID-19?
4. Are there any other concerns of which we should be aware before entering your home / business?

Should you require any clarification regarding this communication, please talk to your Agent. All contact numbers and email addresses can be found at www.dumfriesmutual.com.

Be safe.

A handwritten signature in blue ink that reads 'Shelley Sutton'.

Shelley Sutton, President

PEOPLE. NOT PROFIT. OUR FOCUS SINCE 1856.

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