

VÉZINA FLASH

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WELCOME TO OUR NEW QUARTERLY NEWSLETTER « VÉZINA FLASH »

We are pleased to present the newest addition to the Vézina family, our quarterly newsletter « VÉZINA FLASH ».

This new communiqué was designed to reply to our clients' needs, both for pertinent information concerning insurance and to be advised of changes at Vézina. Our intention is to provide useful articles in a clear and concise package.

We will deal with specific insurance topics, including new products in the marketplace, and varied subjects, for example, the object of our current issue, **Vézina's new 24/7 Emergency Claims Service**. We will also use the newsletter to keep you abreast of news and developments at Vézina.

We will publish four issues annually in a bilingual format. The newsletter will be sent to the primary insurance contact at each of our commercial clients. If you would like to receive extra copies, please contact your account representative and provide the names and contact information of the recipients. It will be our pleasure to ensure that they receive future editions (as well as back issues if requested).

We invite your comments and suggestions concerning the VÉZINA FLASH. Your feedback will allow us to ensure that we continue to provide information which is both useful and pertinent for our clients.

The editorial team of VÉZINA FLASH thanks you for your participation and interest and we look forward to again spending time with you at our next edition.

Jacques Vézina
Patrice Vézina
Pierre Vézina
And the Vézina team

OUR NEW EMERGENCY CLAIMS LINE AT YOUR SERVICE 24/7

We are pleased to announce the inauguration of our **new 24/7 Emergency Claims Service**.

The arrival of our new claims manager, Richard Beauchamp, coincided with a review of our emergency claims requirements. We decided to implement a new dedicated emergency line which would operate 24/7 to better serve our clients. Prior to implementation, we:

- ◆ Researched the various services and options which were available in the marketplace;
- ◆ Studied the qualifications of several independent claims adjusting firms, including their regional presence (branch office locations); and
- ◆ Consulted numerous insurance companies for their feedback.

When you call our general office lines (514-253-5221 or 1-877-253-5221) after normal office hours to report a new claim for which you require immediate assistance, the automated phone system will guide you through the new claims reporting feature:

1. Wait for the system to start & you will be prompted to press « 5 » in order to enter the claims area of the system;
2. Once you are in the claims area, depressing « 5 » again will transfer you to our emergency service where an adjuster will assist you.
3. As required and at your request, the emergency service can provide contact with your account representative or with Mr. Beauchamp.

For claims which are less urgent in nature, you may leave a message in our general voice mail (you will receive a call back when our office opens) or immediately seek the advice of the emergency service using the procedure above.

We are extremely pleased to provide you, our valued partners, with this new claims service and trust that we will always meet or exceed your expectations.

VÉZINA— YOUR ASSURANCE OF SERVICE EXCELLENCE.



VÉZINA

INTEGRITY

PROFESSIONALISM

Vézina, Dufault inc.

Suite 220

4374 Pierre-De Coubertin Avenue

Montréal, Québec

H1V 1A6

Telephone : (514) 253-5221

1-877-253-5221

Fax : (514) 253-4453

info@vezinadufault.com