



COVID-19 UPDATE

Dear Coughlin Ottawa Family,

Amid the current COVID-19 global pandemic, the health and safety of our employees, their families and our community remains first and foremost on our mind. Like many organizations across a multitude of industries, operations are being adapted to help minimize the spread of the virus.

As such, and until further notice, Coughlin has **TEMPORARILY** suspended our claims walk-in service. We will, however, offer a drop-off area in our foyer. Access to our building will **NOT** be permitted.

Despite this difficult time for all, we assure you that the availability of our customer service representatives to answer member inquiries by phone or email **WILL REMAIN** the same.

We sincerely apologize for this inconvenience and appreciate your patience and understanding during this time.

As always, it's our pleasure to serve you,

