
Montreal, March 10, 2020

Object: The Mutuelle and COVID-19

Dear member,

You have no doubt been made aware by the media of the presence of the coronavirus COVID-19, which is spreading throughout the world and is beginning to affect us in Quebec. The Mutuelle wishes to reassure you that, even if a quarantine period were to be proclaimed by government authorities, all of the services offered by the Mutuelle would remain available during this period.

Indeed, the Mutuelle has a business continuity plan to organize its actions in the event of foreseeable disasters such as an epidemic. We use a decentralized telephone network and computer system that are highly secure and functional at all times. Thanks to this robust infrastructure, our staff can operate without difficulty remotely. A possible crisis period could therefore be passed without impact for you.

You too can plan ahead

We encourage you to follow the precautions recommended by the public health authorities to protect yourself against any contamination related to COVID-19 and to remain attentive to the evolution of this file. Currently, your bishops and officials are issuing recommendations for safe participation in various activities involving large numbers of people, especially those related to worship. We invite you to inquire about these indications and the adjustments that could be made to them at any time, and to implement those that you deem appropriate for your activities.

The Mutuelle



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