

# Cal LeGrow & MNL COVID-19 Updates



COVID-19 has changed just about every part of our lives and as your partner we want to do our best to be here for you as we enter these uncertain times.

All of our team here at Cal LeGrow are now safely working at home and have full connectivity to each of our member towns and cities – email, phone, text – nothing has changed except our office views which is now our neighbourhoods.

We wanted to share a few updates with you today and as always, please call us or email any of your MNL team if you have any questions or you just want to talk.

We are all in this together.

## Claim Reporting

If you have a claim to report please contact either Member of our Municipal Team below. If you have a claim after regular business hours you can report it directly to Northbridge Insurance Claims department at **1-855-621-6262**

## Payments

If you are currently on the Northbridge pre-authorized monthly payment plan nothing will change.

If you normally send your payments to our office you can now send it to us electronically to:

**payments@callegrow.com**

**Password is: insurance**

Please include your account number (i.e. TOWNZ12) which you will find on your invoice or simply give us a call.

## Closed Facilities

Some people have been asking about coverage on Facilities that have been closed due to COVID19. These locations would still have the same coverage under your policy as when they were opened. You are however required to maintain heat in order to avoid pipes freezing and you need to have a staff member or council member check the building every 72 hours.

## Legal Assist

Just as a reminder one of the benefits already included in the MNL Municipal General Insurance Program is Northbridge Insurance **FREE Legal Assist**.

Here is a summary of Legal Assist program:

- Provides free access to a lawyer saving you time and money
- Not only is this service useful for situations that are truly of legal concern, but also in many other situations in which you never considered contacting legal counsel because of the cost involved in hiring a lawyer
- Legal Assist works for you, providing you with legal advice and practical solutions for business matters that affect you. No question is too small as Legal Assist can respond to calls about employment issues and contracts to leasing procedures.
- Simply call 1-800-786-0656 for information on the following:
  - Labour Law
  - Tax Law
  - Administrative Law
  - Commercial Law
  - Real Estate Law
  - Employment Law
  - Consumer Law
- Service is available from Monday to Friday 9:00am to 8:00PM – Eastern Standard Time, Statutory Holidays Excluded.
- All Calls and information given are kept in strict confidence.
- Services provided by lawyers who are duly licensed member of the Law Society of Newfoundland & Labrador
- Obtain the information you need right away or within 24 Hours.

## Contact Information

Toll Free Number 866-576-1602

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