

A Message from the President

Dear Valued Partner,

I am writing to share an update on behalf of the Team here at Health Risk Services. As I am sure you will agree, the events of the past days and weeks have been unprecedented as we all pull together to manage this COVID-19 pandemic. It is important that you and your employees are provided with timely updates on any developments that may impact their benefits coverage. Please share any or all of this information with your employees.

Health Risk Services Pandemic Plan:

Like many organizations across the globe, we have implemented precautionary measures with our employees to lower the probability of spread of COVID-19.

- We are still fully staffed at the office at this time BUT are limiting external access to our office to only those required for essential operations.
- We have cancelled all external client meetings and will not be attending business functions unless conducted virtually.
- We have eliminated all business travel.
- We have increased our levels of cleaning and sanitizing in all office spaces.
- We are encouraging our team to follow all the recommended COVID-19 protocols and to share those protocols with their family and friends.

We hope that these measures will help us ensure that we are protecting our employees and partners while continuing to serve you and your employees without interruption.

We are COMMITTED to meeting the needs of our clients.

Health Risk recently transitioned from a server-based system to MS365 which allows all of us to operate efficiently from anywhere we can access the internet. Therefore, if the situation changes over the next period of time and we are not able to work from the HRS office, we will all continue to work from home to ensure that employee's claim submissions continue to be adjudicated and processed in a timely manner.

With that in mind, we ask that you continue to submit your claims either online, email or fax if possible. We also encourage all those who have not already signed up for automatic bank deposit to do so immediately to avoid having to wait for mail delivery.

I and the team here at Health Risk will continue to monitor and navigate this rapidly changing situations along with the rest of the world. If we can be of service to you or your employees during this crisis, please don't hesitate to ask.

Stay Healthy and we will remain in touch,

Luene La Fontaine