



Dear Dealer,

As COVID-19 continues to impact the global community, we are providing you with an update on the steps we are taking at LGM Financial Services Inc. (LGM) to ensure business continuity for all our OEM and dealer partners.

We have been closely following the guidance of the World Health Organization (WHO), as well as our Provincial and Federal health authorities. We have also engaged our Business Continuity and Technology teams to ensure plans are in place with specific steps to address COVID-19.

In terms of our key support offerings for all our dealerships, steps have been taken to ensure continuity on all fronts. With LGM HUB, our main administration platform, our Technology department have taken steps to ensure that stability and uptime are not impacted. LGM also offers various self-serve tools for dealerships that enable 24/7 access and we have also launched a mobile application. Dealers are able to process sales, cancellations, amendments, claims and payments on their own time. We would encourage all dealers to use our flexible online payment methods in order to remit payments on all contracts sold. This will be particularly useful, given the expected delays in courier and mail services as COVID-19 continues to escalate. Please rest assured we are equipped to maintain the high-quality sales and customer service you have come to expect from us and our customer service team remains available to all dealers during our regular hours of operation.

In the current environment, the health and safety of our employees, customers and partners are paramount and we have an internal taskforce meeting daily to monitor developments and ensure our policies and responses remain current at all times. We have implemented the following policies recently:

1. **Remote working** – As of March 13, 2020, our entire workforce has been encouraged to work remotely to help reduce social interactions.
2. **Travel** – Our corporate and personal travel policies have been updated to prevent business travel and ensure quarantine is in place for anyone returning from overseas.
3. **Dealer development managers** – we have encouraged our dealer-facing teams to use video conferencing and other communication means as a method of ‘social distancing’, and to only visit you at the dealership under exceptional circumstances.

We are committed to maintaining our business operations and ensuring you continue to receive the highest quality service without disruption.

We would be happy to hear from you if you have any suggestions or would like to co-partner on approaches to ensure our customers and dealers needs are met during this difficult time.

Thank you for your continued trust in LGM.

Sincerely,
Drew Collier
President and CEO
LGM Financial Services Inc.

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