

REVISITING RESPECT THROUGH...

NOVA MUTUAL



ENGAGING WITH OUR MEMBERS

This month we have been focusing on engaging with our Members and stakeholders. We respect your opinions and look to you for feedback on how we can offer you more value as your insurer.

At the end of September we are launching our first series of virtual engagement sessions, also known as 'Coffee with U'.

These sessions will be an informal chat with Members over Zoom about their experiences with Nova Mutual. We want to know what you value most about being a Nova Member, if you are happy with the level of service that we're providing and most importantly, what we can do together to provide you with substantially more value than our competition.



EXPLORING OUR ENVIRONMENTAL IMPACT

Nova Mutual is proud to consider the impact of our decisions on our Team, our Broker Partners, our Members and the environment. Nova recently launched an Environmental Action Committee to investigate and implement solutions that will positively impact the planet.

Our "Whenever, Wherever, Whatever" work culture encouraged remote working long before COVID-19. As U may know, working remotely significantly reduces the amount of greenhouse gasses our Team produces. We are also embracing the virtual space, gathering our Team, Broker Partners and Members often to connect. While working for home, we also encouraging our Team to make choices with environmental impact in mind, for instance, avoiding printing as much as possible - everything shared between colleagues is virtual anyway!

Earlier this year we finished renovations on our Jarvis location where we installed LED lighting and energy-efficient appliances throughout our space as part of our commitment to lessening our carbon footprint.

WHERE FEEDBACK MATTERS

Have U shared your thoughts with us? Take our SUPERFAST survey now for a chance to win one of six delicious gift cards.

[Take the Survey!](#)

**"Make improvements, not excuses.
Seek respect, not attention."**

Roy T. Bennett

