



Desjardins
Insurance

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Client Service Announcement

November 2, 2016

Something New in Our Methods of Communication

Desjardins Insurance Guaranteed Investment Funds

Taking into account your comments and in order to optimize our methods of communication, we inform you that we will now use the email instead of the fax to send administrative rejections to you. Please note that the branch email address will be used.

This change is effective on November 3, 2016.

Emails will be from the following address:

- Helios Administration Levis GVDL

IMPORTANT: If the information we have regarding the branch email address is unclear, missing or represents a risk to security or confidentiality, we will continue to send documents by fax.

For any questions, please contact Client Service by phone at 1-877-729-3422 or by email at gifclientservice@dsf.ca.

Term Investment and Annuity Statements (Advisor Copies) Will no Longer Be Printed

Desjardins Insurance Term Investments and Annuities

As of November 18, 2016, the printing of term investment and annuity statements (advisor copies) will cease. Clients will continue to receive their statements in hard copy and it will be possible for the advisors to access all their clients' statements in a simple and secure way using the "Client Correspondence" tab on Webi. To activate their Webi access, advisors can contact Merchandising Technology at 1-800-461-3914.

Please note that this initiative will have no impact on renewal notices, since they will be sent to the advisors, as usual.

For any questions, please contact Client Service, at 1-877-647-5435.

Thanks for reading!