

Stronger together!

2020
Annual Report



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UV Insurance is a member of Assuris. Assuris is the not for profit organization that protects Canadian policyholders if their life insurance company fails.

Details about Assuris' protection are available at www.assuris.ca or by calling the Assuris Information Centre at 1-866-878-1225.

Our values, our forces

Focus

Our passion and commitment drive us, collectively, to exceed and succeed. This notion of excellence nurtures our sense of belonging to our team and makes us all extremely proud of our mutual company.

Open-mindedness

We listen and are willing to think outside the box. We are a dynamic team that encourages consultation and initiative, with a focus on constantly acting in the best interests of our insureds and partners.

Respect

We deliver high-quality customer service driven by empathy and utmost respect. Respect also consists in applying the highest standards of ethical conduct in the performance of our duties.

Competence

Our team is talented, professional and highly skilled. Our professionalism and expertise ensure we deliver service with excellence.

Engagement

We are committed to providing tangible support to community action, and we are determined to contribute to the social, cultural and economic development of our community. Engagement also consists in promoting the causes that are dear to our mutualists.

Solidarity

We are individuals who are concerned about each other's well-being. We are committed to working together in an effort to optimize our effectiveness and service. We all have our place and importance within our team.

Our mission

A team dedicated to delivering innovative experience and solutions that promote financial and overall health.

“Insure” peace of mind

Our vision

A high-tech, high-performing mutual company, recognized for its quality products and its experts who deliver outstanding, personal based service.





Board of Directors

Daring to Innovate in Uncertain Times

Year 2020 was marked by an unprecedented pandemic, of course, but also by major achievements that brought us closer to our vision of becoming a high-tech mutual.

While investing heavily in recent years, we have managed to maintain a solvency ratio of more than 200%, one of the best in the industry.



Message from the Chairman of the Board

Richard Fortier

The environment was greatly affected by COVID-19 and the many inherent challenges have put a strain on our team, which has spared no effort to decisively and effectively maintain the direction provided by our strategic plan.

Despite a challenging economic environment and a historical drop of interest rates that have had a significant impact on our investment returns, the results are encouraging and positive. We continue to operate in a highly competitive environment characterized over the past year by a significant acceleration of technological developments resulting from the pandemic.

Strategic Planning

New technologies are at the heart of our 2018–2023 Strategic Planning. As planned, UV Insurance launched My Universe in the spring, a brand new digital platform that brings together services for our three business lines. The launch was very successful from the first few weeks of use.

Throughout the year, the Board of Directors closely monitored the works related to the implementation of the new IFRS 17 accounting standard, which will have an impact on the accounting function across the insurance industry in 2023. This large-scale initiative, which requires significant investment, has inspired us to rethink our own accounting systems to become more efficient in a fully digital environment.

An important chapter in our strategic planning closed this year. Nearly one year to the day after breaking ground, we completed work on the site of the new five-storey head office on Highway 20 in Drummondville. Construction and relocation went smoothly with no disruption in service. We are delighted that the former downtown headquarters has a buyer. Its revitalization will help support the economic activity of this sector.

In November, the directors and I held a strategic session with management to provide an update on the impacts of the pandemic on our business, update the strategic plan and review project prioritization. Following that meeting, very few changes were made to our strategic planning guide. Despite the ups and downs of the pandemic, we are staying on course with our projects and starting the final stretch of our technological development. As such, 2021 will mark the end of the group insurance administration platform replacement project. This major project represents another important step forward in our digital transformation. Data and infrastructure security, both physical and technological, remain at the heart of our concerns. It is reassuring to know that UV Insurance has a strong team of cybersecurity experts in place who are doing everything in their power to protect us from surrounding threats.

Board of Directors

In 2020, we had the pleasure of welcoming Geneviève Verrier to our Board of Directors. She quickly brought her expertise in insurance and governance to our business, both on the Board and on the Investment Committee.

We want to ensure high-level governance, as recommended by the AMF and in the interest of our mutualists. As a team, we completed a review of all our programs and updated our governance tools. We also approved the documents related to the new guideline on Information and Communications Technology Risk Management. In anticipation of the retirement in 2022 of Luc Pellerin, Senior Vice-President and Appointed Actuary, Actuarial and Finances, we selected a replacement to take office in 2021.

During the course of our work, we granted two external mandates: one for the review of the compensation policy and the other for a compliance audit.

Throughout our busy year, we were in constant contact with senior management to stay informed on the impacts of the pandemic internally and on business activities. Our CEO and his team did an outstanding job, particularly in the area of crisis management and business continuity.

In closing, I would like to thank my outgoing colleagues, Jacques Bégin and Brigitte Bourdages, whose contribution to the Board was greatly appreciated. Thank you also to all the other Board members who perform their role as directors with professionalism and determination, and to all the UV Insurance employees who have shown great resilience over the past few months.

Lastly, I would like to thank our mutualists, customers and partners who are following us with confidence in our evolution.



Richard Fortier, IAS, A, FSA, FCIA, CFA
Chairman of the Board

Members of the Board of Directors



Richard Fortier
IAS. A, FSA, FCIA, CFA
Chairman of the Board



Louise Turgeon
CPA, CA, ASC
First Vice-Chair of the Board
Chair, Audit and
Risk Management Committee



Alain Bédard
IAS. A, FSA, FCIA
Second Vice-Chair of the Board
Member, Audit and
Risk Management Committee and
Ethics and Governance Committee



Marc Boisselle
LL. B.
Director
Chair, Ethics and
Governance Committee



Brigitte Bourdages
CPHR
Director
Member, Ethics and
Governance Committee



Gérard Guilbault
CFA, ASC
Director
Chair, Investment Committee



Paule-Anne Morin
Adm.A., CMC, CSA, C. Dir.
Director
Member, Audit and
Risk Management Committee



Jean Vaillancourt
FCAS, FCIA, ASC
Director
Member, Investment Committee



Geneviève Verrier
ASC, MBA, DESS
Director
Member, Investment Committee



Senior
Management

United and Committed to Success

Every year since I started at UV Insurance, I am amazed by the agility of our small team in dealing with a host of challenges.

In 2020, when we were hard hit by COVID-19, our team showed courage, perseverance and great resilience. We delivered major projects while collectively adapting to a new reality. I am extremely proud and grateful for our accomplishments.



Message from the Chief Executive Officer

Christian Mercier

Pandemic Management

UV Insurance has always been a pioneer in working from home, with 40% of our workforce teleworking since the early 2000s. When the pandemic was announced, our experience allowed us to be very effective in relocating 95% of our workforce to work from home in less than 48 hours.

Last March, I mobilized my senior management team by establishing a crisis cell based on the Canadian Armed Forces model, where I had a career before joining the life and health insurance industry. Throughout the year, we constantly monitored the market and the news by meeting regularly, and we kept all our employees and the members of the Board of Directors well informed by sending them status reports. We demonstrated skill and flexibility at the beginning of the crisis, providing our employees, our network and our customers with quick solutions to meet their needs.

Individual Insurance and Investment & Retirement

This year, we completed the rollout of our new brand image—launched in late 2019—that helps to visually strengthen our corporate mission. We also took a significant technological leap by launching, in the midst of a pandemic, My Universe, a new technology platform dedicated to our three business lines, which includes new individual insurance tools. Advisors now have access to a simple and fast electronic application that enables 100% digital signature and delivery in a highly secure environment. This massive rollout, which also includes a new offering of simplified products, was done in conjunction with the modernization of our administrative system. This is a true "tour de force" for our small team, which has demonstrated its great agility with this project. Partners reception has been very positive and 75% of individual insurance sales are now done through the platform.

We met our Investment & Retirement targets, and the RRSP campaign at the beginning of the year was very successful.

Group Insurance

In Group Insurance, we continued the development of the claims and administration platform that will eventually replace the current system. The business line is showing strong growth, which again this year allowed us to exceed our business objectives. This enthusiasm is a testament to the dynamism of the existing team, both in terms of sales and our customer service, which is known for its human approach and proximity.

New Head Office

The opening of our new head office was a highlight of the year. After more than a century spent on Heriot Street in downtown Drummondville, our few employees who have to provide essential services on site are now well settled in a new building that meets our needs perfectly. In collaboration with the Société d'histoire de Drummond, we have created a magnificent museum space in the lobby that highlights our rich historical heritage. Visitors can discover the major milestones of our existence through an exhibition that traces our 131 years of history. These first steps into the head office lead to a modern and very warm environment.

When all employees return to the head office after the pandemic, they will have access to a gym, a large cafeteria with an adjacent patio, rest areas and state-of-the-art workstations, among other things. I am truly proud to offer this exceptional environment to our employees. This revitalization is part of a major health shift where healthy lifestyles are promoted through a number of initiatives, including access to a gym, virtual fitness classes and participation in sporting challenges.

Human Resources

In the fall, I took the time to meet one-on-one with managers to get the pulse of the teams in these particularly challenging times. I was extremely impressed by the commitment, innovation and leadership they show every day in their teams and in the execution of projects. These meetings confirmed that we have the right resources in place to achieve our goals.

Closing Remarks

In conclusion, I would like to thank our Chairman, Richard Fortier, and his colleagues on the Board of Directors for their diligence in governance, and for placing their trust in me to carry out our mutual's projects.

Thanks also to our employees, who are the true pillars of our organization, to our mutualists, to our long-standing partners, as well as to the next generation of financial advisor whose dynamism helps keep our industry alive.

This particularly challenging year has allowed us to forge even stronger ties and to realize how important are the values of commitment and solidarity.



Christian Mercier, OMM, MSM, CD, MDS
Chief Executive Officer



Christian Mercier addresses employees at the last President's Lunch in 2019

Management Team



Christian Mercier
OMM, MSM, CD, MDS
Chief Executive Officer



Luc Pellerin
FSA, FCIA
Senior Vice-President &
Appointed Actuary
Actuarial and Finances



Sylvain Paré
ASA, ACIA
Senior Vice-President
Group Insurance



Julie Michaud
ASA, ACIA, M.A.P.
Senior Vice-President
Individual Insurance and
Investment & Retirement



Jean-Mathieu Sigouin
BA
Senior Vice-President
Technology & Innovation



Eric Gemme
Vice-President
Technology & Innovation



Steeve Desbiens
CPA, CMA
Vice-President, Accounting
Actuarial and Finances



Guillaume Fauteux
Vice-President, Business
Development and Marketing
Individual Insurance and
Investment & Retirement



François Girard
ASA
Vice-President, Business
Development and Administration
Group Insurance



Maryse Galarneau
CPHR
Director
Human Resources

Our Response to COVID-19

Proactive Pandemic Management

Our employees at the heart of our concerns

From the onset of the crisis, our employees were reassigned to work from home and were able to benefit from all the flexibility they needed to cope with their new family reality. We put in place several initiatives, including competitions, virtual sports activities and tips and tricks to ensure the well-being of our internal force.

Employees and Board members received regular status reports to keep them informed of the global crisis and its impact on our industry and our day-to-day operations.



Relief Measures

Throughout the crisis, we listened and adapted our processes to ease the burden on our policyholders during this very emotional time.

Among other measures, we gave premium credit to our group policyholders for dental coverage and adjusted the layoff provisions to reflect the reality of each employer.



New Tools

We worked hard internally to launch My Universe, our new technology platform, in the midst of the crisis. As the majority of the insurance industry was reassigned to working from home, this new portal, which allows individual insurance contracts to be issued entirely online, could not be more timely.

The group insurance portal was also enhanced with the addition of new direct deposit options to meet client needs in the specific context of the pandemic.



Serving Our Network

Our Travel and Disability teams were highly solicited throughout the year. We extended our customer service hours to meet demand.

On several occasions, we updated our website with FAQs dedicated to COVID-19, and we sent newsletters to our network on a regular basis.

We initiated a weekly meeting via WebCoffee with our Individual Insurance and Investment & Retirement Advisors to provide virtual meeting opportunities to keep them informed of our updates and new developments.



2020

A Year of **Boldness**
and **Innovation**
in Uncertain Times



**Opening of
New UV Insurance
Head Office**
in Drummondville



Modern Spaces for the Well-being of Our Employees

Construction of the new UV Insurance head office on Highway 20 in Drummondville was completed in the summer of 2020 after a year of work that went smoothly, thanks to the expertise and professionalism of local suppliers.

Although a very limited number of employees have been able to work there so far due to the pandemic, they can now enjoy a modern, user-friendly environment with offices equipped with state-of-the-art technology, a large cafeteria, rest areas, a gymnasium and indoor bike parking.



Creation of a Museum Space

Moving into a new building means leaving another behind. A warm place that saw us grow and evolve, and in which we had accumulated archives and artifacts dating back more than a century. We confidently donated these precious memories to the Société d'histoire de Drummond for better preservation.

Our rich historical heritage is finally being showcased thanks to the expertise of Geneviève Béliveau and her team from the Société d'histoire, and is now located in a magnificent museum space located in the lobby of our new head office.



Showcasing Our Vast Art Collection

Over the years, UV Insurance has acquired many works of art, some of which have been kept in the shadows until now due to a lack of exhibition space. Drummondville artist Julie Lambert has been entrusted with the daunting task of inventorying, cleaning, repairing, relocating, installing and skillfully showcasing more than 300 works at our new head office and at our Boucherville offices. It was a successful mission after over 400 hours of artistic and detailed work!





Highlights in Numbers

\$5.3M
net income

+200%
solvency
ratio

More than
\$120M
paid
benefits

UV Insurance Ranked **Second Most Sustainable SME in Quebec**

With its 131-year history and strong financial position, **UV Insurance placed 2nd** among 300 SMEs in Quebec's **Les Affaires rankings**.

A source of great pride for the entire team!

Group Insurance Maintains Its Momentum

Group Insurance sales have been very successful and have even surpassed the annual goal, thanks to the team's drive and excellent customer service. New technology tools will be introduced in 2021-22 to facilitate the submission and processing of claims, thereby enhancing our offer.

Goal
surpassed by

10%

Exceeded Target in **Investment & Retirement**

The 2020 RRSP campaign, launched as the year began under the theme of new heights, was well received. **New investments have been successful**, allowing the business line to exceed its original target.

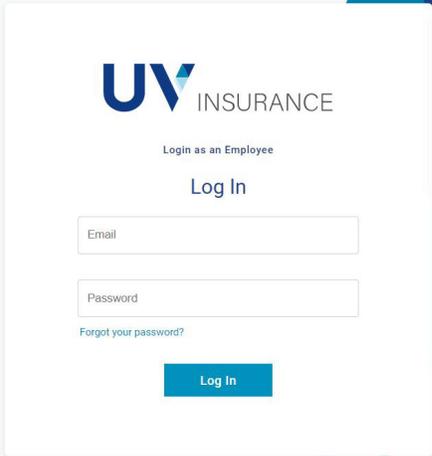
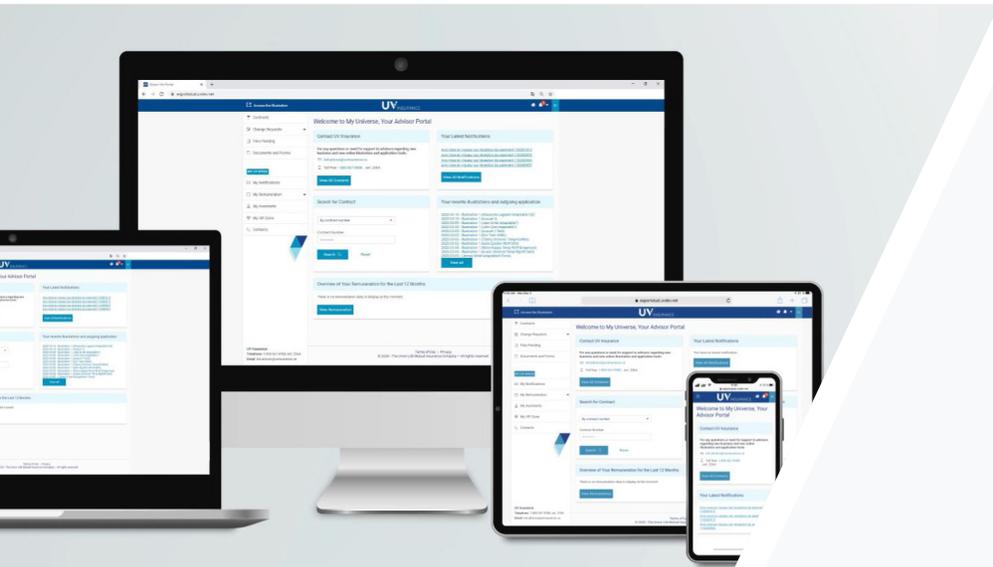


Launch of a New Electronic Platform in Individual Insurance

During the early stages of the pandemic in the spring of 2020, the Individual Insurance and Information Technology teams stepped up their efforts to launch a new, secure platform whose fully digital process includes the following:

- ▶ Illustration software
- ▶ Electronic application
- ▶ Electronic signature and delivery
- ▶ Advisor and client portal

This new technology solution meets the needs of the market by facilitating remote sales that have become indispensable in today's environment. We are proud to have met the ambitious challenge of modernizing both our front and back office systems through the agility of our team and the collaboration of our suppliers.



New Simplified Issue With No Medical

Following the launch of the new platform, we also implemented simplified issue without medical exams to provide our advisors and clients with a quick and simple solution and immediate approval of their application.

 <p>Guaranteed \$5,000 to \$25,000</p>	 <p>Instant \$25,001 to \$50,000</p>	 <p>Express \$50,001 to \$150,000</p>	 <p>Regular underwriting \$150,001 or more</p>
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16	1,738	4,646	18,790	4,646
16	1,347	1,422	1,738	1,422
16	2,360	468	4,646	1,130
11	346	1,035	386	1,363
16	24,581	9,265	9,244	49
	33,829	27,089		1,035
				054
				9,645
				1,298
				27,465
17	8,322		8,322	8,989
18	1,496		1,496	1,426
20	73		73	71
21	165		165	165
	10,056		10,056	10,651
		40	9,040	40
		255	182	255
		330	9,222	295
		625	19,278	10,946
		11,276		
12	868		12	12
	258		932	867
	35		242	258
			14,834	15,38
			16,020	16,519
			16,020	16,519
			35,298	27,465



Summary
Consolidated
**Financial
Statements**

Management Report

The preparation of the consolidated financial statements is the responsibility of management, and they have been approved by the Board of Directors. The summary consolidated financial statements are derived from those prepared in accordance with International Financial Reporting Standards (IFRS). They include certain amounts based on best estimates and judgments that are appropriate to the Company's circumstances.

Internal control systems are in place to ensure the accuracy of financial information and control of operations.

In accordance with the provisions of the Quebec *Insurers Act*, the Board of Directors names the appointed actuary, who is responsible for valuing actuarial liabilities in accordance with the standards of practice of the Canadian Institute of Actuaries.

The independent auditor, appointed by the mutualists of the Company, ensures that the consolidated financial statements have been prepared in accordance with IFRS.

The Board of Directors' Audit and Risk Management Committee, composed of independent directors, ensures that management discharges its responsibility for financial disclosure. This committee is fully empowered to obtain from management any information required to form its opinion.



Christian Mercier, OMM, MSM, CD, MDS
Chief Executive Officer

February 25, 2021

Appointed Actuary's Report

To the Mutualists of UV Insurance

I have valued the policy liabilities and reinsurance recoverables of UV Insurance for its consolidated statement of financial position as at December 31, 2020, and their changes in the consolidated statement of income for the year then ended in accordance with accepted actuarial practice in Canada, including selection of appropriate assumptions and methods.

In my opinion, the amount of policy liabilities net of reinsurance recoverables makes appropriate provision for all policy obligations. Furthermore, the consolidated financial statements fairly present the results of the valuation.

The valuation complied with the Quebec *Insurers Act* and the related regulations.



Luc Pellerin, FSA, FCIA
Senior Vice-President & Appointed Actuary

February 25, 2021

Report of the Independent Auditor

on the Summary Consolidated Financial Statements

To the Mutualists of The Union Life Mutual Assurance Company

Our opinion

In our opinion, the accompanying summary consolidated financial statements of The Union Life Mutual Assurance Company and its subsidiaries (the Company) are a fair summary of the audited consolidated financial statements, on the basis described in note 1 to the summary consolidated financial statements.

The summary consolidated financial statements

The Company's summary consolidated financial statements derived from the audited consolidated financial statements for the year ended December 31, 2020, comprise:

- ▶ the summary consolidated statement of financial position as at December 31, 2020;
- ▶ the summary consolidated statement of net income for the year then ended;
- ▶ the summary consolidated statement of comprehensive income for the year then ended; and
- ▶ the related note.

The summary consolidated financial statements do not contain all the disclosures required by the International Financial Reporting Standards as issued by the International Accounting Standards Board (IFRS). Reading the summary consolidated financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated financial statements and the auditor's report thereon.

The audited consolidated financial statements and our report thereon

We expressed an unmodified audit opinion on the consolidated financial statements in our report dated February 25, 2021.

Management's responsibility for the summary consolidated financial statements

Management is responsible for the preparation of the summary consolidated financial statements on the basis described in note 1.

Auditor's responsibility

Our responsibility is to express an opinion on whether the summary consolidated financial statements are a fair summary of the audited consolidated financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

*PricewaterhouseCoopers s.r.l./s.e.n.c.r.l.*¹

February 25, 2021, Québec, Quebec

¹ CPA Auditor, CA, Public Accountancy Permit No. A124423

PricewaterhouseCoopers LLP/s.r.l./s.e.n.c.r.l., Chartered Professional Accountants,
Place de la Cité, Tour Cominar, 2640 Laurier Blvd., Suite 1700, Québec, Quebec, Canada G1V 5C2

Summary Consolidated Financial Statements

Summary Consolidated Statement of Financial Position

As at December 31, 2020 (in thousands of Canadian dollars)

	2020	2019
Assets		
Invested assets	\$	\$
Bonds	1,599,311	1,480,834
Stocks	238,950	131,857
Private equity	28,937	26,950
Loans	6,249	11,007
Derivative financial instruments	2,611	3,917
Money market securities	6,949	51,509
Policy loans	7,838	8,560
	1,890,845	1,714,634
Segregated fund assets	23,317	22,466
Other assets		
Cash	2,163	2,010
Accrued investment income	6,984	7,073
Accounts receivable and others	10,349	11,849
Current tax assets	2,705	3,744
Prepaid expenses	5,164	4,374
Property and equipment	19,814	16,018
Depreciable intangible assets	15,691	14,763
Deferred tax assets	4,784	3,103
Goodwill	348	488
Reinsurance assets	747,340	667,814
	815,342	731,236
	2,729,504	2,468,336
Liabilities		
Insurance liabilities		
Actuarial liabilities	2,399,470	2,144,591
Amount on deposit	7,121	6,329
Benefits payable	13,410	14,054
Unearned premiums and other contractual liabilities	430	430
Segregated fund liabilities	23,317	22,466
	2,443,748	2,187,870
Other liabilities		
Accounts payable and others	10,483	12,408
Defined benefit liabilities	18,472	13,669
Lease obligations	1,126	1,345
Deferred tax liabilities	147	463
	30,228	27,885
	2,473,976	2,215,755
Mutualists' equity		
Retained earnings	254,326	251,505
Accumulated other comprehensive income	1,202	1,076
	255,528	252,581
	2,729,504	2,468,336

Approved by the Board,



Richard Fortier, Director



Louise Turgeon, Director

Summary Consolidated Statement of Net Income

For the year ended December 31, 2020 (in thousands of Canadian dollars)

Revenues

Gross insurance and annuity premiums
Ceded premiums, reinsurance
Net insurance and annuity premiums
Interest and other investment income
Change in fair value of investments
Investment income
Other

2020	2019
\$	\$
161,840	159,753
(37,539)	(35,067)
124,301	124,686
46,818	40,723
153,913	146,106
200,731	186,829
1,442	1,888
326,474	313,403

Expenses

Gross benefits to policyholders and beneficiaries
Ceded benefits, reinsurance
Net benefits to policyholders and beneficiaries
Gross commissions
Ceded commissions, reinsurance
Net commissions
Change in actuarial liabilities
Change in reinsurance assets
Premium and investment income taxes
General expenses
Loss on disposal of property, plant and equipment and write-off of goodwill
Participating policyholders' dividends

122,431	125,483
(28,173)	(30,149)
94,258	95,334
16,164	21,550
(3,153)	(3,142)
13,011	18,408
254,879	229,531
(79,526)	(69,739)
5,514	5,525
32,906	29,015
909	-
31	53
214,713	194,385
321,982	308,127
4,492	5,276
(856)	818
5,348	4,458

Income before income taxes

Income taxes

Net income

Summary Consolidated Statement of Comprehensive Income

For the year ended December 31, 2020 (in thousands of Canadian dollars)

Net income

Other comprehensive income

Items that may be reclassified subsequently to net income

Change in unrealized gains on available for-sale securities,
after \$1,697 in taxes (\$1,325 in 2019)

Reclassification of realized gains to net income,
after (\$1,653) in taxes ((\$510) in 2019)

Items that will not be reclassified subsequently to net income

Losses after (\$911) in taxes ((\$751) in 2019)

Comprehensive income

5,348	4,458
4,708	3,657
(4,582)	(1,407)
(2,527)	(2,073)
(2,401)	177
2,947	4,635

NOTE

1 - Criteria for preparing summary consolidated financial statements

The Union Life Mutual Assurance Company (the "Company") prepared consolidated financial statements as at December 31, 2020, in compliance with International Financial Reporting Standards (IFRS). The Company's Board of Directors authorized publication of the consolidated financial statements on February 25, 2021.

For inclusion in this annual report, the Company opted to draw up summary consolidated financial statements as at December 31, 2020. The summary consolidated financial statements are prepared pursuant to the following criteria:

- The consolidated statements of financial position, net income and comprehensive income are prepared using the same headings as the consolidated financial statements;
- The consolidated statements of cash flow and changes in mutualists' assets as well as the appended notes are not presented.

A copy of the consolidated financial statements can be obtained by contacting the Company's head office.



Community
and Social
Engagement

In 2020, We Pull Together!

Despite the fact that many activities stopped in 2020 due to the pandemic, we proudly honoured all of our commitments to the organizations we support.

Over \$50,000 awarded on behalf of our employees and business partners



In this particular year, when a large part of the Canadian population was weakened by the crisis, we significantly increased our support for this community organization that we care about. As such, a total of \$50,000 was donated to the United Way on behalf of our dedicated employees and all of our business partners.

Planting trees to support international cooperation initiatives



UV Insurance committed to tree planting in Quebec to offset its greenhouse gas emissions. As part of this approach, we added up the head office's energy consumption and the corporate vehicle fleet's energy expenditure for a normal year, which totals 33 tonnes of CO₂. Since a single tree can store the equivalent of 0.2 tonnes of carbon over its lifetime, 175 trees were purchased and planted in Saguenay–Lac-Saint-Jean by the Coopérative forestière Ferland-Boilleau.



More than
\$620,000
donated to
the community this year

Numerous organizations supported including

- ▶ Centre communautaire Sintra Saint-Charles
- ▶ Centre de pédiatrie sociale Les Petits Bonheurs
- ▶ Comptoir alimentaire Drummond
- ▶ Quebec and Canada Music Competition
- ▶ Drummond-UNIS
- ▶ Fondation du Cégep de Drummondville
- ▶ Fondation du Centre Normand-Léveillé
- ▶ Quebec Veterans Foundation
- ▶ Fondation Sainte-Croix/Heriot
- ▶ SOCODEVI Foundation
- ▶ Fondation de l'UQTR (Drummondville campus)
- ▶ Fondation René-Verrier
- ▶ Jeune Chambre de commerce de Drummondville
- ▶ Orchestre Symphonique de Drummondville
- ▶ Sinfonia de Lanaudière
- ▶ Canadian Cancer Society
- ▶ Symposium des arts UV Assurance
- ▶ Village Québécois d'Antan
- ▶ Voltigeurs de Drummondville

Donation of furniture valued at \$100,000

As part of our move to our new head office, we provided over \$100,000 in used furniture to four organizations in the region. A second life for good equipment!



Nine years of involvement with Loto-Maison



UV Insurance has once again invested in the Fondation de la Tablee populaire to benefit needy persons in the region. The online ticket sale for the UV Insurance Loto-Maison was a huge success this year. One lucky winner and her spouse won the grand prize worth \$455,000.



When the event comes out of its box Dinner and virtual show for the Fondation Sainte-Croix/Heriot

During this pandemic, the Fondation Sainte-Croix/Heriot has reinvented itself by bringing together the traditional Classique de golf Soucy/UV Assurance and the Jean Coutu holiday cocktail as a single virtual event. Participants, including a few UV Insurance employees, received a lunch box and participated in the evening's activities from the comfort of their own homes.

More than 700 people attended this colourful first edition, and \$885,000 was raised to revitalize a local CHSLD and help improve residents' quality of life.



Employee Engagement

Here at UV Insurance, engagement is very important. In business, in the community or in the insurance network, employees and management are actively involved in sharing their expertise and making a real difference.

Christian Mercier

Chief Executive Officer

- ▶ **Canadian Life and Health Insurance Association (CLHIA)**
Member
- ▶ **Assuris Industry Advisory Committee**
Member
- ▶ **Canada Company (Quebec)**
Member
- ▶ **Fondation Sainte-Croix/Heriot**
Chairman of the Board
- ▶ **Soldiers Helping Soldiers (Montreal)**
Chairman of the Board

Maryse Galarneau

Director, Human Resources

- ▶ **Maison des arts Desjardins de Drummondville**
Director

François Girard

Vice-President, Business Development and Administration, Group Insurance

- ▶ **Insurance Industry Pension Committees**
Independent member

Marilyn Baril

Director, Communications

- ▶ **Fondation du Cégep de Drummondville**
Director
- ▶ **Village Québécois d'Antan**
Director

Philippe Morin

Head of Service, Quotes, Issuances and Renewals

- ▶ **Parrainage civique Drummond**
Vice-Chair of the Board

Jean-Mathieu Sigouin

Senior Vice-President, Technology & Innovation

- ▶ **Village Québécois d'Antan**
Chair of the Board and Executive Council
- ▶ **Drummondville Relay for Life**
Honorary President 2020–2021

Sylvain Paré

Senior Vice-President, Group Insurance

- ▶ **Quebec Drug Insurance Pooling Corporation**
Director

Guillaume Fauteux

Vice-President, Business Development and Marketing Individual Insurance and Investment & Retirement

- ▶ **Comité des dirigeants de vente du Québec (CDVQ)**
Chair

Katia Dubois

Advisor, Human Resources

- ▶ **United Way Centre-du-Québec**
Co-Director

Luc Pellerin

Senior Vice-President, Actuarial and Finances & Appointed Actuary

- ▶ **Fondation Palmyra**
Chairman of the Board
- ▶ **SOCODEVI**
Director

Julie Michaud

Senior Vice-President, Individual Insurance and Investment & Retirement

- ▶ **Comité des dirigeants de vente du Québec (CDVQ)**
Member

Marie-France Noël

Senior Director, Claims Group Insurance

- ▶ **José-Maria School**
Chair of the Governing Board





Thank you

to our employees!

Our employees have been very resilient throughout this year. We are fortunate to have close to 200 exceptional employees across Quebec who are committed to the success and sustainability of our mutual. Thank you for believing in UV Insurance's mission and for making it shine through your commitment!

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UV Insurance is a trade name and trademark of
The Union Life Mutual Assurance Company.