

DESJARDINS VP REMARKS TO STAFF

- Hello, and Good Afternoon/Morning!
- As we approach the half way mark of 2014, I wanted to touch base with you for many reasons.
- Most importantly, I wanted to say “thank you”.
- Thank you for continuing to give our clients’ an extraordinary client experience over the past few months. We’re going through a very busy period right now and you’ve shown your commitment by “being there” for our clients – no matter how heavy your workload is. We know you always do your best.
- Your contribution is so important. Because you’re helping us achieve our 2020 goal of being the client experience leader in Canada.
- Thank you also for participating in the Hewitt Employee Survey. We had an 85% participation rate, which is excellent. It means that about 26,000 employees took the time to share their thoughts and feelings about working at Desjardins.
- This feedback is invaluable. It helps us understand what you’re happy with and what you’d like to change. It gives us information we need to improve your work life and your experience as an employee. You’ll hear about the results in the fall after a detailed analysis is conducted.
- And thank you for your impact on our first quarter results. Despite our huge (18 million dollar) investment in buying and integrating State Farm, we still remained profitable and wrote almost 19,000 more policies this quarter than the same time last year. And remember that the State Farm acquisition will nearly double DGIG’s size.
- Thank you for all of this. We’re very happy to have you as part of the Desjardins family.
- As we head into summer, have a great vacation if you have one booked. Enjoy these warm summer months, and have a fun, safe time with your family and friends.
- All the best and thank you once again.