



SOCIAL MEDIA

**My Mutual Insurance
Social Media Policy**



Social Media Policy

My Mutual Insurance (“My Mutual”) social media sites are governed by the following Guidelines:

My Mutual’s social media sites allow My Mutual to share information and to exchange ideas with our policyholders, producers (agents and brokers), claimants, vendors, and the general public (“Third Parties”).

At My Mutual, our goal is to provide an engaging, positive and informative social media experience for all users. My Mutual will:

1. Listen carefully to suggestions and concerns, and respond to queries in a timely fashion.
2. Strive for accuracy, transparency and accountability in our words and actions online.
3. Respect privacy by not discussing private or confidential matters in online spaces.
4. Continue to conduct our communications in an honest and respectful manner.

Insurance is a highly regulated industry, My Mutual regularly monitors its social media sites to ensure compliance with insurance law. My Mutual reserves the right to remove any posts by Third Parties.

Content and information posted by Third Parties on My Mutual’s social media sites do not reflect the opinions, policies and/or positions of My Mutual and/or its employees, officers and directors. My Mutual is not responsible for any views expressed other than our own.

Any information provided by My Mutual on its social media sites:

- is not a solicitation or offer to purchase insurance coverage;
- is not intended to be a substitute for professional insurance coverage or risk management advice; and
- is for informational purposes only and not intended as a substitute for any notice or publication that may be required under law;

Any personal customer service and/or support questions are more appropriately directed to hello@mymutualinsurance.ca.

For information about any specific product, please visit www.mymutualinsurance.ca

Please be advised that when you link to other sites, you are leaving My Mutual’s social media sites. These websites are maintained by other organizations and My Mutual does not control the content. Accordingly, a link to these websites does not constitute an endorsement of the opinions, content, policies, products, or services provided or advertised on that website. Once you link to a website not maintained by My Mutual, you are subject to the terms and conditions of that website, including, but not limited to, its privacy and security policies.