

PRESS RELEASE

For immediate release

PROMUTUEL INSURANCE ALTA EXTENDS ITS HOURS OF OPERATION

Vaudreuil-Dorion, May 25, 2026 — Promutuel Insurance Alta is pleased to announce that, effective May 25, 2026, it is extending the operating hours of its personal insurance telephone service across all of its branches.

This enhancement is designed first and foremost to offer insured members greater flexibility by making it easier for them to contact their insurer. With the addition of evening and Saturday hours, Promutuel Insurance Alta is improving access to its services for active customers who are often available outside regular business hours. Members will therefore benefit from more accessible support that better fits their reality and their schedules.

“Extending the operating hours of our telephone services reflects our commitment to being even more accessible and present for our insured members, at the times that suit them best. In doing so, we aim to offer them a simple, consistent and caring experience, in keeping with the quality of service that sets us apart,” said Kathy Bélanger, General Manager..

New business hours

In-branch service

- Monday to Friday: 8:30 a.m. to 4:30 p.m.*

Telephone service

- Monday to Thursday: 8:30 a.m. to 7 p.m.
- Friday: 8:30 a.m. to 4:30 p.m.
- Saturday: 10 a.m. to 2 p.m.

**Visit the website for the full schedule and exceptions.*

The extended hours are currently available exclusively to personal insurance customers. They will have access to both customer service and quote services, providing greater flexibility and simplified access to personalized support.

This initiative aims to provide a concrete response to the expectations of policyholders. Please note, however, that these extended hours do not apply to administrative services, business insurance customers or farm insurance customers.

Promutuel Insurance Alta invites its customers to visit its website or contact the customer service team at 1-800-848-1531 with any questions about these new terms.

About Promutuel Insurance Alta

Promutuel Insurance Alta is firmly established in several regions of Québec, with its head office in Vaudreuil-Dorion and offices in Amos, La Sarre, Labelle, Les Coteaux, Mont-Laurier, Montréal, Mont-Tremblant, Sainte-Agathe-des-Monts, Rouyn-Noranda, Val-d'Or and Ville-Marie. It brings together 190 employees serving 64,166 insured members.

Recognized for its financial strength, high-quality products and excellence in client service, Promutuel Insurance Alta's mission is to promote and offer property and casualty insurance, personal insurance and financial services tailored to the needs of its members. It is part of Groupe Promutuel, one of Québec's largest property and casualty insurers.

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