

## Customer film transcript – Canada Crossroads

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*[On December 1<sup>st</sup>, our Auto Claims department received a call from a customer in Moncton, NB whose car had just been broken into. The customer wasn't so much concerned about the car, but heartbroken over the fact that what was in it was stolen.]*

**Melanie:** Hi, Whitney, it's Melanie, I'm calling you back from Aviva.

**Whitney:** Hey, Melanie.

**Melanie:** Whitney, I'm calling because I have some very exciting, happy news.

**Whitney:** Ok.

**Melanie:** Remember you told me that you were preparing gifts to give to Crossroads shelter?

*[In the back seat of the car was \$250 worth of Christmas gifts, wrapped and ready to be donated to the children and mothers fleeing domestic violence at Crossroads for Women in Moncton...]*

**Whitney:** Yes.

**Melanie:** What we ended up doing was sending out an email to a whole bunch of our colleagues. And our staff, they all contributed.

**Whitney:** I'm going to cry. That's so nice.

**Melanie:** Yeah, but the good news is, Aviva has a double matching programme so we're going to have at least \$1,500 for Crossroads.

**Whitney:** Oh my gosh! That is amazing. That can help sponsor three more families easily at Christmas. The only thing I said about this whole thing was, I was like, I just hope something good comes from it. Like, that would make going through it so much better so please send a big, huge thank you email to everyone that helped. That's really incredible.

*[Since this call, a total of \$680 has been raised by our people at Aviva Canada. Thanks to our employee double matching programme, we were able to gift \$2,040 to the women and children at Crossroads.]*