



Message from 407 ETR to all customers

As the COVID-19 pandemic continues, so too does the response of various health care workers, hospital staff, emergency services, health authorities and countless others, and we are thankful for their hard work and dedication to supporting all of us through this very difficult time.

I wish to assure you that we are taking every precaution recommended by health authorities to keep our employees safe. This is our absolute number one priority. Since March 15th our customer service front counter at 6300 Steeles Avenue West has been closed and a large majority of our employees are working from home. We will be further adjusting our services in the days ahead accordingly.

We encourage you to make use of our website as virtually all of our services are available online at [407etr.com](http://407etr.com), 24 hours a day 7 days a week. During this period of uncertainty, if you still receive a paper bill it would be greatly appreciated if you could assist us by converting your account to secure paperless billing. You can do this by registering for paperless billing and pre-authorized payment by opening a secure online web account at [407etr.com/myaccount](http://407etr.com/myaccount).

Staff who remain at the office must practice the social distancing required, and we continue to maintain the highway, remove debris, respond to incidents and assist drivers who run into problems on the road. We want to ensure that those who must travel do so safely during this time.

We understand that some customers may have questions about their status in our ETR Rewards program. We have arranged with Petro-Canada for all customers currently in the program to maintain their tiered rewards regardless of kilometres driven during the current qualification period. Customers in the program will also maintain the free weekend kilometres they have within their tier to enjoy when this situation passes.

Many people are struggling with the impacts of COVID-19 and we are committed to working with customers who are experiencing financial hardship. Starting March 25, we will temporarily suspend interest charges on unpaid balances owing to 407 ETR, we consulted with the Government of Ontario and they will apply the same for the Provincially-owned Highways 407, 412 and 418. Additionally, collections efforts on overdue balances will be paused and we will stop issuing new notices of plate denial. Eligibility under our existing Financial Hardship Program will be expanded for those who have been directly impacted by COVID-19, either through job loss, financial hardship, or illness due to COVID-19. If you need financial assistance, please call us at [1-866-237-6471](tel:1-866-237-6471) and we would be happy to assist.

This current crisis requires us all to support our frontline healthcare workers wherever possible. We want to help where we can, and so we have provided \$250,000 of free travel to the frontline health care workers of the 19 area hospitals we support each year. While this gesture does not solve the pressing and urgent needs of our hospital partners, I hope this donation, on behalf of the company and our customers, will demonstrate our sincere appreciation for the critical work that they perform.

The company and our employees care deeply about the communities we serve and we take many opportunities to demonstrate this throughout the year. We look forward to getting back into the community once we are past this challenging period.

To all of our customers, I wish everyone the best of health and I join you in looking forward to the end of these difficult circumstances.

Andres Sacristan  
President & CEO | 407 ETR

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