



ClearPath Mutual Bulletin

Coronavirus (COVID-19) Update

DATE: 3/18/2020

To all of our valued Agency Partners:

The ClearPath Mutual management team continues to monitor the rapidly developing situation surrounding the coronavirus pandemic (COVID-19). We have been sorting through the growing amounts of information from all levels of government and health departments as well as the Center for Disease Control (CDC) and the World Health Organization (WHO). We do have updates from last week's communications.

TRAVEL

Effective today and until further notice, we are restricting all employee travel to agents and policyholders. While our business operations and our service will remain uninterrupted, in response to CDC recommendations, we are restricting travel to protect everyone involved. Our Marketing and Loss Prevention staff will contact our agents and policyholders by phone and email.

PREMIUM AUDITS

We have asked our premium audit vendor EXL to refrain from conducting physical audits at a policyholder's office and switch to a remote audit, which is combination of a phone interview and an exchange of information by email.

REMOTE WORK

We are encouraging employees to consider working from home, if possible. Some have already begun working from home and more will begin doing so this week. Accessibility to these ClearPath Mutual employees will be unchanged for agents and policyholders via phone or email.

LEVEL OF SERVICE

During this time of change, we are asking all employees of ClearPath Mutual to maintain our high level of service. We have reminded staff to answer their phone before it goes to voice mail, return calls when asked and reply to emails as quickly as they can. We also are relying on the back-up procedures we have in place in each department when others are out of the office.

QUESTIONS

We are trying to answer your questions as quickly as we can in this uncertain time. Things have changed and will continue to change each day and week. We will keep you updated on a regular basis of any new developments.

Overall, we have been very calm and proactive during this unique time. We hope to

mitigate our exposure to the virus to keep everyone healthy and be able to serve you and policyholders. We are all in this together and looking to get through it together. Thank you for your continued confidence in ClearPath Mutual!

Jeff Borkowski
Chief Executive Officer



AGENTS
EMPLOYERS
WORKERS

200 Executive Park, Louisville, KY 40207 | 502.894.8484 | 800.367.5372 | clearpathmutual.com