



# ClearPath Mutual Bulletin

## Coronavirus (COVID-19) Update

**DATE: 3/18/2020**

ClearPath Mutual Policyholder:

ClearPath Mutual 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).

### **TRAVEL RESTRICTIONS**

Effective today and until further notice, we are restricting all employee travel to 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 Field Claims and Loss Prevention representatives will not be conducting any on-site meetings, but rather corresponding by phone or email
- We will not be conducting physical premium audits at a policyholder's office. Premium audits will be completed remotely, which includes a 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 as will be corresponding 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. 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

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