



EAGLE ALERT

ALL LINES

SUBJECT: Policyholder Support and Important Updates

ANNOUNCEMENT DATE: March 19, 2020

Policyholder Support and Important Updates

CIG continues to stay focused on all COVID-19 developments as this situation evolves. Our top priority is protecting the health and well-being of our independent agents, our staff, and our insureds.

As a precaution and to better support our staff, we have asked all employees to stay at home and work remotely. We will continue to be operational, as we have allocated the tools and resources necessary to ensure you are getting the support you need. **We are prepared and well-equipped to continue writing business and servicing accounts**, while simultaneously following government officials' and medical professionals' directives.

Your health and well-being are important to us, and **CIG will work with you on whatever basis you, as the agent, choose**. However, beginning immediately, we will discontinue face-to-face activity for the next 30-60 days and will work with you — and our mutual policyholders — in the safest way available. This includes taking extra precautions by our Claims and Loss Control staff when interacting with you or the policyholder.

Rest assured knowing that:

- Employees working remotely will not adversely impact CIG's ability to write business or service accounts.

- CIG has suspended any non-essential staff travel until further notice, making our team more available for you.
- We have the tools and IT resources necessary to assist our teams who work remotely to ensure you are getting the support you need.
- Your primary CIG contacts will remain the same — please contact your ADM should you have any questions or need any assistance.

In addition to ensuring our staff are equipped to meet your needs, our business processes remain solidly in place. Some important items we are focused on include:

- Our Underwriting, Loss Control, Claims, and Client Services teams remain accessible and well-prepared to partner safely with you and your clients.
- You and your clients can continue to report claims over the phone at (800) 986-9974 and through online channels.
- We have implemented a **60-day billing grace period** for policyholders whose ability to submit payments has been impacted by business closures, illness, or quarantine. The grace period will be **effective Sunday, March 22, 2020 through May 22, 2020**. No late charges will be applied, and CIG will not cancel policies for non-payment during this grace period. **Please alert your policyholders of this announcement.**

Please know that we will do whatever we can to assist you during these unprecedented times. CIG is committed to you and our mutual policyholders — just as we have been for over 120 years. We will continue to provide superior customer service in order to protect and restore the communities we serve.

Thank you for your continued partnership.

Sincerely,



Arne Chatterton
President & CEO