

Dear Valued Business Partner:

These are unique and challenging times for all of us, as we respond to COVID-19.

In follow-up to my email earlier this week, I again want to stress that the health and well-being of our employees, business partners and customers are our highest priority during this time. We recognize the impact of COVID-19 is affecting everyone, and that some businesses may already be facing immediate consequences.

I want you to know that our team is committed to working closely with you through these trying times. We know this is not business as usual for you and your customers. Many businesses that we insure are being confronted by unprecedented hardship. In response we are prepared to address **mid-term endorsement requests to reduce policyholder payroll and/or receipts**. Please send your endorsement requests to us as you have in the past. If you are on interim audit / monthly reporting simply continue reporting as usual. As is customary, final premium will be determined through the final audit process. We have regularly updated FAQ's on our website during this difficult time. [Click here](#) for the latest information.

Everyone at the CopperPoint Family of Insurance Companies is committed to maintaining our normal business operations as seamlessly as possible during this challenging time. We are instituting employee remote work to ensure employee safety and to do our part to reduce virus transmission. Our business systems are fully operational; please trust with full confidence that your local service, claims, and risk management teams are here and ready when you need us.

Thank you for your understanding and trust in the CopperPoint Family of Insurance Companies during these unique and challenging circumstances.

If you have specific questions, please contact your Underwriter or Service Team.

Sincerely,



MARC SCHMITTLEIN

President & CEO, CopperPoint Insurance Companies