



COVID-19 HOW CAN WE HELP??

We understand the challenges you are facing right now as individuals, as family members, as business owners and employees. This uncertainty is overwhelming and confusing for us all. Eastern Insurance wants to help in any way that we can. We are here to work with you and for you. Here are several examples of how we can work with your insurance carriers to proactively provide you and your business with relief as we try and weather the storm:

- **Adjusting your exposure basis.** We can revisit your sales and payroll projections and adjust them to help offset current cash flow needs and demands.
- **Billing flexibility.** Do you need to extend your payments over a longer installment period? Let us see if we can negotiate broader terms. We can work with carriers to have them waive late fees, etc.
- **Cancellations due to non-payment or other situations.** We may be able to negotiate a policy extension so that you have one less critical item on your plate.
- **What is covered and what isn't.** At this point there is no definitive answer. If you have suffered a loss related to COVID-19 we recommend you proceed with filing a claim. Insurance companies are reviewing each case based on their unique characteristics.
- **Are there Business Interruption or Third-Party General Liability insurance options available?** The Insurance Services Office (referred to as ISO) created two business interruption endorsements which they have made available to insurance companies to file and adopt. These endorsements provide a limited amount coverage and are still under review by insurance companies. Additionally, there are a handful of Pandemic Disease related business interruption products which are subject to very high premiums, high deductibles and limited to a specific number of days. These policies are unlikely to respond in cases where businesses have already ceased operations. The prevailing response is that most insurance policy contracts are unlikely to respond because there is no physical damage or policy "trigger". As a result, we continue to urge clients who have had a loss to report the claim.

We know this is going to impact not only your businesses but your families, friends and your communities. The health and safety of you and your employees is paramount. We are prepared to help in any way we can, whether that's making calls on your behalf, providing claims assistance, adjusting exposures or making payment options more flexible. We want to do all we can to support you.

Please reach out to your EIG representative or call us at 800.333.7234; Option 3

