



March 19, 2020

Dear Partner Agents,

Berkley Southeast Insurance Group is committed to the health and safety of our employees and agents during these unprecedented times.

We are taking precautionary measures regarding the coronavirus. At the same time, we are committed to providing uninterrupted excellent underwriting and claim service to our agents and insureds. Please be assured that our business continuity plans will effectively allow us to have employees work remotely, enabling quality service to continue.

We are following the guidelines provided by the Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/> as respects the coronavirus or COVID-19, and are taking additional precautions to maintain a safe working environment for all of our employees.

Effective Immediately

- We've increased our sanitation efforts to limit the risk of exposure to COVID-19 at our offices
- We have instructed our offices to no longer allow visitors and guests, including vendors, to enter our facilities
- We have instructed all personnel to cease making "face-to-face" agency calls, insured visits, and instead make phone calls to our agents, and participate in teleconference calls with our agents, when possible.
- Our claim personnel remain available by phone and will only attend mediation, or other legal meetings when required.
- We have temporarily ceased both domestic and international air travel for all employees. In addition, any employee that has traveled by air domestically or internationally must self-quarantine for 14 days
- Our hours of operation have **NOT** changed

The health and safety of our employees, agents and customers remains a top priority for us. We are ready to continue to deliver the same outstanding service from **all** of our employees, including claim and underwriting professionals.

Please continue to encourage our policyholders to register for access to our “customer portal” <https://www.berkleysig.com/> wherein they can pay their bill online and access their policy information from any location that is convenient for them.

In addition, all Berkley Southeast, Work Comp policyholders have free access to **MedCall**, our telemedicine partner. MedCall has increased staffing and is prepared to respond to injured workers’ calls to provide on-the-spot medical advice while also honoring social distance guidelines.

How to get started: Search for **MedCallWorkComp** in the App store. Download the app on your phone and follow on-screen instructions to create an account. You can also find more information about our Telemedicine services on our BSIG website.

We are here to support you during these challenging times and ask that you contact any of us, including your Underwriter or Territory Manager if you have any questions, concerns or suggestions. Please consult our website for additional contact information <https://www.berkleysig.com/>.

Sincerely,

Dennis L. Barger, CIC, President

For convenience, Berkley Southeast Insurance Group is providing to its policyholders access to MedCall for medical assistance/information related to the coronavirus (COVID-19), but Berkley Southeast Insurance Group does not endorse the use of MedCall or the information, products, or services (including, but not limited to, the appropriateness or suitability of any diagnosis, course of treatment or medical advice) provided by or accessible through MedCall. Access and use of MedCall, including the information, products, and services on or available through MedCall, is solely at your own risk, and Berkley Southeast Insurance Group makes no representations or warranties, express, statutory, or implied, with respect thereto. Berkley Southeast Insurance Group is not responsible or liable for any damage or loss caused, or alleged to be caused, directly or indirectly, under any theory of law, by or as a result of the use of or reliance on any information, products or services accessible from MedCall. BERKLEY SOUTHEAST INSURANCE GROUP IS NOT RESPONSIBLE NOR LIABLE FOR ANY ADVICE, COURSE OF TREATMENT, DIAGNOSIS OR ANY OTHER INFORMATION, PRODUCTS OR SERVICES THAT YOU OBTAIN FROM MEDCALL.