



Operational Update: COVID-19

Dear clients and colleagues

As the COVID-19 situation evolves, we wanted to assure you that Davies Claims Solutions is fully prepared to continue to provide each of our clients with the same superior care and attention you would expect in the normal course of business. We have also taken precautionary steps and developed strategic plans to maintain the safety and well-being of our employees which are aligned with specific government and state specific advice.

Rest assured that:

- Our normal operations have not been impacted, and we continue to be fully available to you.
- Your calls and e-mails will be answered timely, and we will continue to administer your claims with the same responsiveness, expertise, and experience you expect and deserve.
- We have solid contingency plans in place, which include a detailed business continuity plan to transition our entire enterprise to a remote-work scenario at a moment's notice, if necessary.
- We have invested in and tested our IT infrastructure to ensure the security of all claims and communications in the event of a transition to remote work.
- We have instituted a robust plan for personal hygiene at work.
- We continue to monitor information from the CDC, WHO and state and local governments across our Southeast footprint and will make office-wide and firm-wide workplace safety decisions accordingly.

We are hopeful this period of uncertainty for our nation's health is resolved soon. In the meantime, we thank you for your continued trust and encourage you to reach out to your team at Davies Claims Solutions with any concerns.

Sincerely,

Glenn

**Glenn Backus, on behalf of
Davies Claims Solutions (incorporating ASC) Senior Management Team**

