



**March 20, 2020**

**RE: Care West Insurance COVID-19 Update**

**To Our Valued Clients,**

At Care West Insurance Company, the safety and security of our employees, Brokers, insured Employers and their Employees are of utmost importance to us.

We are closely monitoring the rapidly evolving spread of the Coronavirus (COVID-19) and its impact on our industry and are following guidance from the CDC, Dept. of Insurance, and local resources. While we continue to adapt, we want to assure you that Care West is fully functional and operating in these unprecedented circumstances resulting from the COVID-19 virus.

**Our Commitment**

We are continuously evaluating ongoing developments and monitoring the potential impacts to our policyholders. We will continue to take appropriate actions to provide seamless continuity of service to you. We are ensuring a safe and healthy working environment for our employees, which includes remote work options. We remain committed to providing the superior service that our brokers and insureds have come to expect from us. We strongly recommend following all orders and adhering to safety precautions as advised both at work and home. If you have any questions please call 1.877.625.6566, visit us at carewestins.com.

**Claims Handling**

Our claims partner CorVel is also taking all necessary precautions while remaining fully functional. All claims are being processed as usual and there has been no disruption of service. If you have a claim, please submit through the normal channels of 24/7 Nurse Triage and 24/7 Telehealth.

**Extension Period to Our Insured Employers**

If your business is experiencing disruption due to the COVID-19 public health emergency, please contact our Billing Department at 916.625.5631 if you have difficulty paying your insurance premiums on time due to this emergency.

We wish you good health and safety during these ever-changing times.

Respectfully,

A handwritten signature in blue ink, appearing to read 'John T. Grush', is positioned above the typed name and title.

John T. Grush  
President & CEO