



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 continue to monitor the evolution of the Coronavirus (COVID-19) pandemic, and its impact on society. We also continue to follow the guidance from the CDC, the California Department of Insurance, CA OSHA, CA Department of Public Health, and local resources. As you are aware, Care West has been fully functional and continues to operate without any diminution in service to you.

Our Commitment - We will continue to take appropriate actions to provide seamless service to you. We are ensuring a safe and healthy working environment for our employees, which includes the flexibility to work remotely, as needed. 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 the safety precautions as advised. If you have any questions, please call 1.877.625.6566 or 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 new claim, please submit through the normal channels of 24/7 Nurse Triage and 24/7 Telehealth – 844.326.2918.

We wish you good health and safety.

Sincerely,

A handwritten signature in blue ink that reads 'SE Goode'.

Steven E. Goode
President & CEO