

Hospitality Insurance Agency's Response to COVID-19

Dear Valued Clients:

Hospitality Insurance Agency's leadership team met this morning to review our status in response to COVID-19 and steps we need to take agency wide to ensure Hospitality Insurance Agency is a healthy environment for our clients and our employees.

We have spent the last several days and weeks learning about the coronavirus (COVID-19) and how it is impacting our world. For Hospitality Insurance Agency, that means understanding how it affects our clients and employees. We have a simple objective that guides us: Keep our team safe and be available to help our insureds. This has been at the center of our conversations. With that in mind, we are closely following the [Centers for Disease Control's \(CDC\) guidelines](#) and recommendations on the steps we can take to help prevent the spread of the virus.

In the weeks ahead, we know that you will need your questions answered from trustworthy sources. Here is a list of resources we are following closely:

- CDC website <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Interim Guidance for Businesses and Employers <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- Coronavirus and Business Income Losses <https://www.independentagent.com/vu/insurance/commercial-lines/property/endorsements/boggs coronavirus biendorsement.aspx>
- Coronavirus and Workers' Compensation <https://www.independentagent.com/vu/insurance/commercial-lines/workers-compensation/boggs coronavirus.aspx>

Our immediate response:

Our team has put together a remote work policy and will be implementing this policy starting March 23rd until future notice. We are taking these precautions as a business to protect ourselves and our families. We are also doing this now to iron out workflow efficiencies.

We are dedicated to helping our clients through this time. We are committed to providing an uninterrupted customer experience.

Please do not hesitate to reach out to us with your questions and concerns. Our team is here to help think through ways to Avoid, Reduce, and Transfer the risks you face every day in your business and personal life.

Thank you for your business.

Jerry Poston
President
Hospitality Insurance Agency, LLC