

# Our COVID-19 Business Plan



## REMOTE WORK

Prior to the US state of emergency, RSL was 90%-plus work-from-home enabled, with 100% of our field based sales, service and claims teams enabled and activated to work remote.



## RESTRICTED TRAVEL

We have limited business travel and Events, leveraged the use of virtual meetings and video conferencing. We can also receive claims submissions electronically across all lines of business.



## OPEN LINES

We meet daily as a crisis team to keep updated FAQ available 24/7 to clients and brokers. We also lead the market in response to state and federal COVID-19 related regulatory changes, directly and through our acclaimed blog, Matrix-Radar.com.



## DOING WHAT'S RIGHT

As companies find ways to support businesses, employees and families, we pledge to stay in compliance with all government orders, and to work in good faith with all impacted clients to extend reasonable accommodation with regard to timely payment of premium.

Holding rates for clients with fewer than 500 lives until late summer.



## MATRIX-RADAR

Absence legislation made easy (well, easier!) with our award winning industry blog authored by our nationally renowned Compliance Team.



## MARKET UPDATES

As the regulatory environment responds to coronavirus, so do we – with regional and national webcasts reviewing everything you need to know, when you need to know it.



## CLAIMS TOOLS

We have a library of electronic tools to help promote electronic claims submission and management across all employees to ensure a consistent, prompt and positive claim experience.