



As the Coronavirus (COVID-19) continues to impact the United States, we want to make sure you know that we are closely monitoring and preparing for any potential interruption to our business operations so we can continue to provide you with the high level of personalized service you have come to expect from Boater's Choice Insurance. We want to assure you that we are prepared to continue handling your insurance needs now and moving forward. We have been, and will continue to be, incredibly committed to preparing for and dealing with this situation. Steps we have taken to date include:

- Our leadership team is meeting daily to assess and respond to any potential business impacts. Working in tandem with other teams across our organization, our goal is no interruptions for you.
- We have activated our Business Continuity Plan that allows our teams to work remotely if and when required, and we have implemented an internal communication strategy to keep them informed.
- We have staggered service team and call center work shifts to ensure client needs are met, and assigned teammates to different buildings and office floors to enhance social distancing.
- We are currently stress testing our network to ensure that we can accommodate the volume of remote workers, and early results are favorable.
- In addition to social distancing, we have restricted corporate travel, cancelled large group meetings, strongly encouraged virtual rather than in-person meetings, increased the number of hand sanitizing stations, and insisted that teammates who are sick stay home until they are well.
- As part of our Work from Home plan, we have ordered hundreds of laptops and tokens, and equipped teammates with virtual desktop infrastructure that allows them to work from their home desktops.
- Our parent company, Truist, has taken extraordinary steps to help our teammates and communities, including paid time off, schedule flexibility and family care benefits. The new benefits include 10 days of paid time off for school closings or other family impacts, a special reimbursement for childcare, and additional emergency child and elder care benefits.
- Truist has also made one of the financial industry's largest donations that will benefit Johns Hopkins Medicine, the CDC and the United Way.

The Boater's Choice Insurance Executive Leadership and business readiness teams are monitoring the situation and are in close contact with health authorities, including the Centers for Disease Control and Prevention (CDC), to ensure we're acting on the latest guidance and information. We're committed to keeping you informed through this rapidly changing situation. Please do not hesitate to contact us if we can be of assistance with any of your insurance needs.

For the latest information about COVID-19, please visit [cdc.gov](https://www.cdc.gov) or your local health department website.