



Hospitality Insurance Group Our COVID-19 Response

Hospitality Insurance Group is aware of the public health concerns of COVID-19 and the impact that governmental restrictions on public gatherings is having on our business partners and policyholders. We are temporarily adjusting our business practices to reduce the financial impact of these restrictions and have listed the changes below.

- **Billing Invoice Extensions** – We will extend the due dates for all premium invoices by 30 (thirty) days from their original due date for all policies currently in-force or placed with us by April 15th, 2020. If an invoice was issued prior to March 16, 2020, the policyholder will be given an additional 30 (thirty) days from the date listed on the invoice to make payment. If an invoice is issued after March 16, 2020, the adjusted date will be reflected on the invoice.
- **Non-Pay Cancellations** – Effective March 16, 2020, we will not generate any cancellation notices due to non-payment of premium until April 15, 2020. This will give policyholders an additional 30 (thirty) days to make a payment before a cancellation notice is generated. If a non-payment cancellation notice was generated prior to March 16, 2020 (prior to the governmental actions) the payment will be required by the date listed on that non-payment notice to avoid cancellation.

Working with our staff

Our staff is available to assist you and prepared to work remotely if needed. We will have all telephones transferred to employee cell phones to avoid communication interruptions. We are prepared to continue business as usual during these unusual times.

We have suspended all face to face agency meetings until further notice. Any previously scheduled meetings will be rescheduled or changed to a teleconference. You will be contacted by your Underwriter or Marketing Representative regarding changes.

Please keep in mind that this is a very fluid situation and we will continue to monitor the situation and adjust our practices accordingly going forward. The practices above are in-place for thirty days and we will reevaluate at that time.

Please check our website regularly to stay updated on any future changes. We appreciate your assistance and cooperation in these trying times.

A handwritten signature in black ink, appearing to read "Richard Welch".

Richard Welch
President & CEO