



RE: Covid-19 and Your Insurance

To Our Valued Customers:

We hope during this unsettling and challenging time this letter finds you, your family and colleagues well.

We are writing to you as a follow up to the correspondence you should have already received from your commercial insurer(s). Many State insurance regulators, as you may know, have required insurance companies to provide specific, written notification to their customers regarding the insurers' statutory obligations and duties as a result of the Covid-19 pandemic.

While most commercial insurance policies contain exclusions that serve to preclude coverage for losses stemming from virus, bacteria, pathogens, microorganisms, contaminants and pollutants, we are mindful of the fact that not every policy nor customers' circumstance are the same, and that as your representative our best practices include providing assistance so that your policy rights are preserved.

As insurance agents and brokers we act as our customer's advocate; providing, among other things, insight on how your specific coverage may respond to loss stemming from Covid-19. We also recognize, however, that coverage determinations surrounding Covid-19 related claims are not ours to make; they rest with insurers. For that reason, if you believe you have sustained a loss or have incurred expense associated with the outbreak, it is your interest to place your insurer on notice and have them make an individualized coverage determination. We're here to assist you in doing so, should you desire.

The reason for placing insurers on notice is several fold. First, as noted, we want to ensure your policy rights are preserved. Putting insurers promptly on notice accomplishes this. Second, in a modern context the current situation is unprecedented, and there is little specific case law upon which insurers can rely. Pending and future litigation, along with court decisions and settlements, may end up influencing how insurers' are obligated to respond to policyholder claims. Additionally, developing regulatory and legislative action may serve to force insurers to honor claim obligations which were previously interpreted to be excluded.

By placing your insurer(s) on notice it can also serve to expedite the review of your potential claim. We anticipate that more claims will be filed across the industry, and prompt notice will ensure that your claim is reviewed in timely manner; ahead of future claimants.

We'd like to direct you to additional resources available on our website, which can be found here:
<https://www.rkinsurance.com/wp-content/uploads/2020/04/Coverage-Insight.pdf>

We are ready to assist you, and please don't hesitate to contact us with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'John F. Murray, Jr.' with a stylized flourish at the end.

John F. Murray, Jr.
President & CEO