



Dear CIS Insurance Customers,

As the COVID-19 pandemic continues to evolve, we would like to give you an update regarding CIS Insurance ability to serve you and your policyholders.

On Monday, March 16, we implemented a mobile work from home model and had in excess of 91% of our associates working remotely throughout the week. Starting Tuesday, April 3rd, all non-essential business locations in Alabama were closed by order of Governor Kay Ivey. Insurance is an essential industry and we are pleased to report that we remain fully operational and at the ready to provide the level of servicing you have come to expect from us.

In line with our Business Continuity Plans, our Customer Service Department fully transitioned 95% of our employees of to work remotely and they remain committed to your needs and those of our joint customers. The same applies to all other client-facing functions. Our call hold times remain within our standards, and to continue to keep these lines accessible for policyholders, we ask that whenever possible, you use the following methods to contact us:

- **Policyholders can make a payment online or over the phone. To make a payment, please visit www.cisinsagency.com, go to the Claims & Service tab, locate your carrier and then you can either call or make a payment online.**
- **If you prefer, you can call our friendly staff @ 205-430-8250 and we can process your payment online.**

The most challenging client service takes place on the claims side, as it often requires face-to-face interaction. If there are any issues with entering a policyholder's property, our carriers are looking for alternative methods for resolving these claims. For example, if the insured is not comfortable having an adjuster enter their home or if the adjuster feels that their health is at risk, we are offering a video inspection technology for internal inspections. This technology allows the customer to use their

mobile device to virtually connect with the adjuster, allowing the adjuster to obtain all the necessary information, videos and photos to evaluate the damage and determine needed repairs. Policyholders have been accepting of this alternative method, with a 50% increase in the use of this technology last week.

We want to reemphasize that the health and well-being of our employees is our top priority. It is also of paramount importance to us that we continue to provide comprehensive and timely service to you and our policyholders - so far, we have succeeded in balancing these two key objectives.

In short, it's business as usual and we continue to stand by your side as your specialty insurance carrier of choice. We continue to assess the situation daily in order to maintain business continuity, keep our workforce safe, and determine necessary communication updates to our various audiences. We appreciate your continued support and patience, and also wish you, your family, and your loved ones continued health during these critical and unprecedented times.

Sincerely,
Tammy Bostick