

# COVID-19 RESPONSE

Through times of economic growth and hardship, Pinnacol Assurance has protected Colorado businesses and their hardworking employees for over 100 years.

The impact of COVID-19 is unprecedented and unique in numerous ways, but our community has persevered through other crises, and we'll get through this too.

Here's what Pinnacol is doing to support our customers, employees and communities the best we can.



## COVERING OUR CUSTOMERS



### POLICY FLEXIBILITY AND FORGIVENESS

- Cancellation forgiveness through May 31, 2020—or later as directed by the state of Colorado—and payment flexibility for customers
- Proactive customer outreach to update business payrolls—potentially lowering policy costs
- Wage replacement for quarantined first responders and healthcare employees
- No premium charges for paid employees who are not working
- Covering COVID-19 testing costs for employees exposed on the job



### SAFETY AND COVID-19 RESOURCES

- Extensive online safety and risk management resources
- Virtual safety visits



### ACCOUNT ACCESS MADE EASY

- Online portal for 24/7 digital account access and management
- Continued seamless remote service for customers and partners

## SUPPORTING OUR EMPLOYEES



### SAFE WORKING ENVIRONMENT

- Work from home for nearly all employees
- Closed front desk and lobby to protect both employees and customers
- Essential employees required to utilize facial covering in the building
- Increased cleaning of building common areas
- Office building is closed entirely one work day every week
- Physical distancing and alternating days for essential office employees



### PRIORITIZING HEALTH AND COMMUNICATION

- Extensive mental and physical health resources
- Weekly video update and chats with the CEO
- Flexibility and resources for parents balancing remote work and learning



### STRENGTHENING OUR COMMUNITY

- \$1M to Help Colorado Now
- \$250K to Denver Small Business Relief Fund
- \$125K to Greeley Recovery Fund
- \$125K to Restaurant Association Angel Fund
- \$75K to Grand Junction COVID-19 Responders Loan Fund