

April 23, 2020

Dear Broker/ Valued Client,

It's been several weeks since the COVID-19 pandemic has changed how we're operating and interacting with each other. Through the new and unprecedented challenges the pandemic has presented us with, our commitment to our clients and brokers has remained unchanged – to provide you with the excellent service you expect from us whilst protecting the health and wellbeing of our staff.

I'm pleased to hear that many of you are taking advantage of the Risk Control information and resources that we're continuing to share. Our goal is to assist you in navigating the business impacts of COVID-19 to help support your response and recovery planning process. We will continue to share this information on our LinkedIn page and via the COVID-19 Information & Resource center on our website at: www.SompoGRS.com.

Further, our team of experienced claims professionals stands ready to assist you with outstanding service that delivers fair and appropriate outcomes for our insureds; efficient service, timely responses and fast payment of agreed claims; and value-added expertise. Our claims team is an integral part of the underwriting process and we align our claims professionals with each of our specialty product lines and geographies to enhance the white glove service we provide.

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I encourage you to contact, Chris, Rose, Scot and Bill with any claims-related questions or concerns that you might have. Or, as always, you may contact me directly.

At Sompo GRS, we believe long-term partnerships built on white glove service are fundamental to each of our client relationships. Together, we have managed our way through the uncertainty of these past several weeks. As we look towards the future, we will continue to get through the challenges ahead the same way we always have – together and stronger than ever before.

May you, your colleagues and your families continue to stay healthy and safe.

Sincerely,

Michael Chang
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