

March 24, 2020

To Our Valued Clients and Brokers,

The events surrounding COVID -19 are presenting new and unprecedented challenges for all of us. Our priority is to ensure that we continue to provide our valued clients and brokers with the excellent service you expect from us whilst protecting the health and wellbeing of our staff.

Today and every day, our Sompo Global Risk Solutions (GRS) professionals remain committed to ensuring that every account receives white glove service and that we are meeting our clients' long-term insurance needs. As part of this commitment, we have established a COVID-19 Information & Resource center on our website at: www.SompoGRS.com.

Our Risk Control team will proactively share tips and information designed to assist our clients in navigating the business impacts of COVID-19 to help support your response and recovery planning process.

Further, our offices remain open for now; however, most of our staff will be working remotely as this fluid situation continues to unfold. We assure you that we are open for business and are confident that we will be able to maintain seamless operations during these challenging times. Please continue to contact your Sompo GRS team with any questions or concerns that your might have. Or, as always, you may contact me directly.

At Sompo GRS, long-term partnerships built on white glove service are at the center of each of our client relationships. We remain firm in this belief regardless of what challenges our market environment may send our way. We know we are stronger when we work together as a team and stand with you, our valued brokers and clients. If there's anything we can do to help keep you, your teams and families safe during these difficult times, please let us know.

We understand that the best way through uncertainty is to face it together. As such, we will get through today's challenges the same way we always have – together and stronger than ever before.

Sincerely,

Michael Chang
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