

April 1, 2020

Dear Valued Brokers and Clients,

I hope you, your loved ones and colleagues are safe and healthy during this trying time.

While I know there have been a large volume of updates filling our in-boxes around the impact of the Coronavirus, I want to take a moment to let you know that the Business Continuity Planning Groups and Leadership teams at Sompo International have worked together to ensure that we are fully operational and will remain engaged, connected and open for our brokers and clients globally - while keeping our employees safe. Our remote capabilities have allowed for us to operate at full strength. Our underwriters are up and running from all locations, taking on new submissions with the support of our Operations teams, providing the same level of service that you would expect from the Sompo International team. It's important to also mention at this time that our Claims operation is fully functional and operating remotely ready to service our customers.

I also would like to mention the importance of the financial health of your insurance carrier during a time like this. The balance sheet of Sompo International is extremely well positioned for a crisis such as the one we are experiencing. We will be here for you during and after this crisis, operating from a position of strength. Our liquidity, capital position and solvency remain very strong.

The Coronavirus crisis has presented all of us with unimaginable personal and professional challenges. However, it has also provided us with an opportunity to come together as one industry, to be there for each other and to service our business partners and customers with integrity.

In the event you have questions regarding the Sompo International organization, please refer them to our Business Development team. They can answer any questions and easily refer you to the appropriate team member for assistance.

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