



March 20, 2020

Dear Valued Agency Partners:

I would like to provide a brief update on the steps that NBIC is taking in response to the COVID-19 pandemic that we are collectively dealing with. Our primary concern is the health and safety of our employees and partners. We are closely monitoring the guidance of the World Health Organization and Centers for Disease Control, as well as the requirements of federal and state authorities and industry regulators.

Beginning this week, we have effectively transitioned the majority of our employees to work remotely. NBIC is well-prepared for this and we have tested our capabilities many times as we prepare annually for catastrophe response. There is no change in the way that you and your staff will interact with our company. Normal channels of communication via phone and email remain unchanged for all NBIC operations.

We have received several inquiries regarding binding authority, billing and inspections and I am providing an update on those specific issues below.

Binding Authority: NBIC is open for business and there are no changes to agent binding authority.

ShelterPride Inspections:

- We are immediately suspending all *interior* new business inspections. Underwriting evaluations will be based on exterior inspections only at this point. If additional information is needed from the policyholder, the underwriter will request through the agent.
- We are immediately suspending our renewal inspection program.

Premium Payments: We understand that some of our customers may experience a health-related or financial hardship due to the COVID-19 pandemic and are unable to remit timely premium payments. We will consider every customer's situation and provide appropriate flexibility with modifications to fees, billing plans or due dates to avoid or delay non-payment cancellations. Please contact our Customer Service Department at **800-343-3375, option 4 then 2** with any specific requests.

We are well-positioned to support our agents and customers through this challenging environment. Our company prides itself on exceptional service and that is what you can continue to expect from your NBIC team. We are here for you and your customers. Please contact your Territory Manager or Underwriter should you have any additional questions. We appreciate the trust that you place in our company.

Best Regards,

Tim Moura
President