

Does CoventBridge have a formal pandemic illness preparedness plan?

Yes, CoventBridge has activated its pandemic illness plan.

How does CoventBridge’s pandemic illness plan work?

We have a team of management level staff assigned to the “Pandemic Response Team” (PRT), which reports to Executive Management. The PRT will continue to evaluate developing health and business risks, keep Executive Management informed and make recommendations for action to address pandemic developments as they arise.

What steps is CoventBridge taking to protect its employees?

CoventBridge is continually communicating with its employees on how to take preventative measures and stay healthy, while also implementing measures to protect our personnel and limit the spread of disease at our facilities.

What steps is CoventBridge taking to ensure its employees have the tools they need to continue business as usual?

Through the guidance of the World Health Organization and the Centers for Disease Control and Prevention, CoventBridge is continually communicating with its employees on how to take preventative measures and stay healthy, while also implementing measures to limit the spread of disease at our facilities. Most of our employees regularly work from home and every employee can work from home as needed. Employees are directed not to come to an office location if they are feeling ill, have a cough or a fever, and are advised to quarantine themselves if exposed to COVID-19.

What steps is CoventBridge taking to ensure its healthy employees have the tools they need to continue business as usual?

All employees can work from home and the vast majority regularly do so. Our primary systems and production environment are located in a remote, secure datacenter site. All users currently access the system through a secure remote connection and will continue to do so in a pandemic situation, minimizing any disruption to client deliverables to the extent possible.

Does your company anticipate not having investigators available for interviews or surveillance in the coming weeks or months?

CoventBridge has not currently imposed broad travel restrictions, but we will continue to evaluate new developments. There may be specific geographic locations that represent a greater health risk to our employees or interviewees that could lead to temporary interruptions for in-person investigations but less so for surveillance. Should claimants or insureds express any concern about meeting in person for an interview, we will reschedule and inform our client.

What steps is CoventBridge taking to protect its customers and employees?

To protect the health and safety of our investigators and interviewees, there may be delays in performing in-person investigations if the location is in a geographic “hot spot” or one of the parties is ill. Employees have the discretion to reschedule if they or the interviewee desires. Clients will be notified of any potential virus-related delays.

CoventBridge offers an alternative approach with *CoventConnect*, our virtual video platform, which provides a secure, remote video solution that schedules, records, and securely archives statements and interviews performed by licensed investigators.

Whom should I contact at CoventBridge Group with additional questions?

Please contact us at 888-932-7364 or Stacy.Hanson@coventbridge.com