

Our most important responsibility is the health and safety of our staff, clients and the public. That does not change our continued commitment to our partners providing services in a consistent and professional manner with quality and transparency. So as we continue navigating this uncharted territory along with the rest of the world, we will continue to do all we can to be the partner you can rely on.

#### **CoventBridge**

We have implemented our Pandemic Action Plan which is part of our Business Continuity Plan.

#### **Our Staff**

90% of CoventBridge staff work from remote locations on a daily basis. Our systems and security protocols are built around this reality. This allowed us to seamlessly and quickly transition the majority of our office based staff to remote work as part of our Pandemic Action Plan. A skeleton staff remains at our corporate offices in Jacksonville, FL. We are not aware of any CoventBridge employee who has tested positive for the COVID-19 virus as of today.

#### **Legal**

Our legal team is monitoring Government Imposed Restrictions. We are aware of the states and localities putting precautions in place such as shelter-in-place orders and curfews. Our staff will abide by such orders as they are communicated and interpreted.

CoventBridge will abide by the laws and restrictions put in place by the State and local governments throughout the U.S. Open investigations, if warranted, will be suspended and re-initiated once the restrictions are lifted. We will stay in communication with clients on these pending cases.

Our teams are not currently restricted from travelling or working in areas that have no such restrictions. We evaluate the feasibility and safety considerations on a case by case basis. We are well positioned to resume normal operations once restrictions are removed.

#### **Safety**

Our Field Investigators, Surveillance, Claims and SIU, have all been instructed to take measures that consider their health and safety and those they interact with while conducting investigations that protect everyone.

#### **Surveillance**

Our Surveillance team is conducting investigations throughout the United States. Many claimants are practicing social distancing and remote work from their homes. We are seeing more outdoor activity as they avoid businesses and spend time outside, ride bikes, go for a run, conduct yard work and other outdoor activities in public view.

#### **Claims and SIU**

Our Claims and SIU teams are deploying our virtual statements as options, when appropriate, for claimants and subject, who are more comfortable with this technology vs. having someone come into their home.

#### **Desktop Investigations**

Our desktop Investigation team role is pivotal in the pre-investigation of surveillance as there is significant increased activity on Social Media with claimants posting pictures, detailing what they are up to and advising of their future plans.

#### **Going Forward**

We will continue to keep you updated and provide new information as quickly as possible as we navigate the uncertainty together. Our unique toolset including unmanned surveillance, virtual interviews, social media algorithms and professional, seasoned staff means you can trust us to provide the quality service you expect even in these uncertain times.

**Whom should I contact at CoventBridge Group with additional questions?**

**Please contact us at 888-932-7364 or [Stacy.Hanson@coventbridge.com](mailto:Stacy.Hanson@coventbridge.com)**