

Continuing our commitment to keeping you informed throughout this evolving pandemic,
I would like to provide you with our bi-weekly update.

What You Need to Know

CoventBridge Is Open In All States

Investigations Increase as States Continue Their Phased Openings

Please Review The Protocol For Unannounced In-Person Interviews Shown Below

CoventBridge Ensures Safety Protocols Are Being Taken by Field Staff

Outdoor Activity While Working From Home Is Providing Strong Surveillance Footage

Virtual Statements & Interviews Are Available

Our Virtual Investigative Tools Are Soc 2 Type II Certified and HIPAA Compliant

International Investigations Are Underway

Virtual 24/7 Surveillance Is Available



COVENTBRIDGE IS OPEN IN ALL STATES

WE ARE ADHERING TO THE RESTRICTIONS, AS REQUIRED, PER STATE.



INVESTIGATIVE TECHNOLOGY DURING COVID-19

In the rush to implement virtual investigative tools by others during this pandemic, we have seen an increase in the number of organizations utilizing Non-HIPAA compliant or SOC2 Type II certified investigative tool. Ensure you and your client data are protected.

Below are a few articles that can assist your evaluation, or contact us at: Security@coventbridge.com

[Utilizing Virtual Tools - IS YOUR DATA AT RISK?](#)

[Certified? Says Who? What IT Means To Be SOC 2 Type II Certified Vs. Compliant](#)

[CoventBridge's Virtual Investigative Tools](#)

[CovenBridge Furthers its Commitment to Industry-Leading User Experiences Through Adaptive Streaming Technology](#)

In-Person Interviews:



THE CONTACT FREE WAY TO PERFORM IN-PERSON INTERVIEWS:

Though the majority of our interviews are contact free, for the limited number of interviews that do require in-person interaction, we would like for you to know what you can expect from our investigators to eliminate physical contact.

WHAT YOU CAN EXPECT FROM OUR INVESTIGATOR

- Strict adherence to social distancing standards
- Use of masks during interview
- Company issued ID cards
- Business cards



PROTOCOL FOR UNANNOUNCED IN-PERSON INTERVIEWS:

IF AN UNANNOUNCED VISIT OR NEIGHBORHOOD CANVASS IS NEEDED TO FURTHER AN INVESTIGATION, THE FOLLOWING GUIDELINES WILL APPLY:

- The CoventBridge Investigator will be required to wear a face covering
- Social distancing guidelines recommended by the CDC will be followed
- Interviews of beneficiaries, claimants, and insureds will be attempted during the unannounced interviews
 - Interviews will be completed only with the consent of both parties
 - Alternative locations (e.g. front porch, patio, front yards) will be considered suitable to conduct interview
- If contact is made with the subject, and the subject is unwilling to meet during the unannounced visit:
 - CoventBridge Investigator will attempt to reschedule for a later time
 - Provide the subject with information on virtual interviews

HAPPENING THIS WEEK:

Complimentary California Continuing Education Course on Thursday, June 18th

AOE/COE Investigations – Examining The Defenses Afforded to The Adjuster Streaming Technology



AOE/COE Investigations - Examining The Defenses Afforded To The Adjuster

Complimentary California Continuing Education Credits (2 Hours)

CE Credits: This course will apply 2 hour CE credit to California licensed Adjusters

Webinar Topic: AOE/COE Investigations - Examining The Defenses Afforded To The Adjuster

Description: This training course is designed to provide Workers' Compensation Adjusters the knowledge to examine the benefits of conducting a thorough AOE/COE investigation. By examining the history and defenses available, the Workers' Compensation Adjuster will be able to efficiently evaluate the claim and determine if the loss involves "Arising Out of Employment" or "Course of Employment" (AOE/COE). The training will cover the field investigation steps, enabling the Adjuster to develop corollary issues, such as: apportionment subrogation, constructive notice, and litigation mitigation in the field. The recent changes to workers' compensation claims involving COVID-19 will also be addressed. By attending this training, the adjuster will be able to make accurate claims decisions that will provide improved service to their insured customer and the injured party.

Date: Thursday, June 18

Time: 1:00 - 3:00 PM PST/ 4:00 - 6:00 PM EST (US and Canada)

Register: You must register in advance for this meeting at the below link. Please use your company email address when registering.

After registering, you will receive a confirmation email containing information about joining the meeting.

Mark Your Calendar:

**Thursday, June 18
1:00 - 3:00 PM PST**

REGISTER

Sample Surveillance Footage from May 30 – June 8, 2020



MO



MO



VA



VA



NC



TX

If you need to reference these updates at any time, please navigate to our website's dedicated [Pandemic Plan](#) webpage.