



COVID-19 INSURANCE CLAIM INFORMATION

FILING CLAIMS

- Setting Expectations:** Due to reasons documented such as Virus Exclusions, No Physical Property Loss, and Governmental Action – we do not expect most claims to be covered at this time.
- File the Claim:** However, we still urge insureds to file potential claims for the business interruption, Workers Compensation claims, etc.
- Allow the insurance company to determine coverage:** We are doing everything we can to help our clients find coverage where applicable. However, we will not make the decision of whether coverage applies. We will allow companies to do this on a case-by-case basis and wait for future developments.

Tips for managing the claim process

- Retain all correspondence:** Keep all records pertaining to the claim including the expected denial letter.
- Maintain copies of receipts and expenses incurred:** If you required cleaning or remediation to eventually open up and any other costs including loss of sales.
- Communicate:** This situation is unprecedented, so maintaining communication with your agent, claims adjuster and your team is extremely important.
- Report all workplace injury/illness incidents to OSHA:** OSHA recordkeeping requirements mandate covered employers record certain work-related injuries/illnesses on their OSHA 300 log. [COVID-19 can be a recordable illness if a work is infected as a result of performing their work-related duties.](#)

[\(Need help with your OSHA recordkeeping? Learn how you can at no cost here.\)](#)

CHANGES ON YOUR CURRENT INSURANCE POLICIES

What can be done with my current insurance policies?

- Reduce Sales:** One of the factors in determining your premium is based on revenue. Until we know more about the current situation, reducing your sales figures can help reduce your premium and assist with cash flow.

- Reduce Payroll:** Similar to the way sales influence the cost of your insurance, payroll is also a main component in calculating your Workers Compensation premium and in some cases, General Liability. Until we know more about the current situation, reducing your estimated payroll figures can help reduce your premium and assist with cash flow.

- Hired/Non-Owned Auto:** Some businesses have been able to shift gears and are offering curbside pickup or delivery options. It is wise to ensure you have the proper coverage on your policy to avoid a costly accident in these challenging times.

- Cyber Liability – Expect COVID-19 Hacking Attacks:** Over 4,000 domain names have been registered in 2020 with the words “COVID” or “Corona”. [Although hackers promise no more healthcare cyber attacks](#), many may look to capitalize on the current disruption. Look to add or increase your Cyber Liability/Data Breach coverage. [Learn more in The Insurance Geek blog](#).

- Ask for the new ISO endorsements for COVID-19:** [To this point, there are not any markets available for this coverage nor are they willing to add it amidst an ongoing claim scenario](#).

The first endorsement provides limited coverage in the event that a business suspends operations due to a closure or quarantine ordered by a civil authority. This endorsement also provides coverage with respect to dependent property that is named in the policy and for vehicles and mobile equipment, where applicable.

The second endorsement also provides coverage when a business is forced to suspend operations due to the closure (or restricted use) of public bus, rail, or ferry lines by civil authorities.

Insurers who choose to offer the endorsements in the admitted market will need to make appropriate regulatory filings on their own. ([Verisk](#))