



To: Our Valued Customers and Business Partners

Fr: Alabama Insurance Exchange

RE: Business Continuity & Agency Operations

With the impact of the coronavirus rapidly expanding, we would like to update you on measures Alabama Insurance Exchange is taking to protect the well-being of our clients, business partners and employees.

To best serve our customers, we have activated a business continuity plan. While the coronavirus has not impacted our agency operations so far, we are actively monitoring the reports from the Centers For Disease Control (CDC) to ensure that we can appropriately react to your needs.

Based on current conditions, we expect to remain open during regular business hours and remain fully staffed. In the event that we are forced to close and quarantine any employee(s), we have staff that can operate remotely. Additionally, we have staff that have volunteered to work from the office even if we are not open to the public. We expect to continue our high level of service during any period of disruption.

All Alabama Insurance Exchange personnel will be adhering to recommended "social-distancing" measures. And, we have exceptional sanitizing protocols that secure the various offices and lobby areas. We ask that all of you join us in mitigating the risk to coronavirus by:

- *Wash hands frequently with soap and water or hand sanitizer
- *Avoid touching your face and eyes
- *Covering your mouth when sneezing
- *Practice Social Distancing
- *And, if feeling sick, seek medical care and stay home to avoid infecting others

Please rest assured that Alabama Insurance Exchange is prepared to support you during this very challenging time.

We leave you with this thought and quote by Anthony DeMello – *"We ought to conform to God's will in all public calamities such as wars, famine, pestilence and reverence and adore His judgements with deep humility in firm belief that, however severe they may seem, the God of infinite goodness would not send such a disaster unless some great good were to result from them".*

Thank you, Alabama Insurance Exchange