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COVID-19: The Hartford's Response

Valued Partners,

During these unprecedented times, we hope you, your families and your employees are healthy and safe. The global pandemic we face has impacted communities, businesses, employees and customers, sometimes in heartbreaking ways. Sadly, it appears this will continue for at least some time. Our thoughts go out to everyone directly and indirectly dealing with health issues related to COVID-19. And our deepest thanks go out to those healthcare professionals and others working hard, and risking their health and livelihoods, to help confront this challenge head on.

That thanks includes our incredible distribution partners like all of you who are also on the front lines of this fight. You see firsthand how this pandemic has affected customers, and are doing whatever you can to help them. You're amazing: We deeply appreciate the work you do. Please know that we will do all we can in the weeks and months ahead to help you continue this important work. In addition, we will do all we can to stay close and connected as we help you and our shared customers. Just as they depend on you, you can depend on us.

We have been in frequent contact with many partners and customers, working to provide answers to important questions and address your diverse service needs. We are regularly updating our [website](#) with new information concerning our response to this crisis. Here are a few highlights:

- **Business resiliency:** We took quick and appropriate action to help ensure the health and safety of our employees, business and communities. Throughout this crisis, we have been 100% operational and last week more than 95% of our employees were able to work remotely.
- **Revised cancellation grace period:** To support our Group Benefits policyholders during the challenging days ahead, **until June 1st 2020**, we will **temporarily suspend policy cancellations** due to non-payment of premiums for payments due for February, March and April 2020. Please contact your account representative for more information.
- **New Legislation:** On March 18th, the Families First Coronavirus Response Act and New York's Emergency Paid Sick Leave Order were signed into law. The Hartford will begin administering the leave component of the new FMLA provisions as the law takes effect on April 2, 2020. The New York law

was effective immediately and we have begun to administer the emergency DBL and PFL components of this new law for our New York state customers.

Learn More

I have total confidence in The Hartford's ability to meet this challenge. We have a deeply experienced team who are among the best in the industry at what they do. We've spent more than 200 years helping customers to survive and thrive through difficult times like these. This is why we exist.

On behalf of our 19,000 employees, I want to thank you for your continued commitment, tenacity and will to push forward. We will get through this together.

Best regards,



Jonathan Bennett

Head of Group Benefits, The Hartford

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