



March 18, 2020

Dear NYCM Insurance Customer,

As our state and the country continues to respond to the growing impact of COVID-19 (the coronavirus), NYCM Insurance is dedicated to caring for your needs. We are taking measured steps to protect our employees, customers, and our agents during this challenging time.

Our guiding principles have been the safety of our employees and maintaining a high level of service and availability for all our customers. In response to the current situation, we have enacted our Business Continuity Plan which examines all areas of our business operations. These plans call for several actions, including restrictions on employee travel and remote working. We have also taken into consideration the recommendations from the Centers for Disease Control and Prevention (CDC) and on March 18, 2020, we will be shifting our staff to start working remotely through at least April 15, 2020. This will allow us to remain fully operational and continue to provide you the service you have come to expect.

We deeply value the trust you have placed in us over the years, and we understand the responsibility we have in protecting what matters most to you. Rest assured, NYCM Insurance is committed to being here for you. As we experience these difficult times together, we will work with you in hopes to provide a better tomorrow.

All my best,
V. Daniel Robinson
President & CEO