



* * * B U L L E T I N * * *

DATE: March 23, 2020

TO: Director, Bureau of Consumer Services
Pennsylvania Insurance Department
1209 Strawberry Square
Harrisburg, PA 17120
Fax: 717-787-8585 - Email: carmorris@pa.gov

FROM: Insurance Placement Facility of Pennsylvania (Pennsylvania FAIR Plan)

RE: COVID-19 (Coronavirus)

This will provide you with an overview of the Pennsylvania FAIR Plan's intended response to the above event. We will update you of any changes as circumstances dictate. We continue to monitor developments around the spread of COVID-19 (the Coronavirus), the health and safety of our insureds, friends, and employees, and our ability to ensure seamless continuity of service, are our top priorities. We have implemented, our business continuity plan that enables us to support our insureds' needs without any interruption in the high-quality service we provide. Our employees are working remotely and our offices are closed.

This provides an overview of our planned response which can be shared with your members.

Claim Reporting - Claims may be reported by:

- (1) E-Mail: Claims@pafairplan.com
- (2) Phone: 800-462-4972
- (3) Website: www.pafairplan.com
- (4) Mail: Insurance Placement Facility of Pennsylvania
190 N. Independence Mall West, Suite 301
Philadelphia, PA 19106-1554

- (2) Agent Notice - Agents of record and agent trade associations will be notified of the above.
- (4) Policyholder Notice – Policyholders will receive an information packet explaining the coverage and providing guidance on mitigating their loss and presenting their claim.

Should you have any questions contact the Claims Manager at 800-462-4972, ext. 157.

Patrick Murphy II, PA AIC SCLA MIAAI
Claims Manager