



Prospecting Guide

COVID-19 Solutions Quick Reference

INTERNAL DOCUMENT

Below is a list of situations/challenges clients are currently facing and the resulting implications to their benefits portfolio.

To best support our clients during COVID-19 use a Three Point approach:

1. Ask them about their issues and consider what they need (**Business Impact Discussion, "BID"**)
2. Highlight what we have that they might not be getting elsewhere (**Business Strategies Discussion, "BSD"**)
3. Explain how we help across all lines. (**Risk Mitigation Discussion - Bridge the gap between EB and P&C, "RMD"**)

This list does not provide advice but equips advisors with information to help them navigate the challenges our clients and prospects are facing from both an employee benefits and commercial lens. If clients are interested in learning more about a discipline outside of your specialty, contact Julia Nugent julia.nugent@hubinternational.com or 778-669-0275 to connect with an Employee Benefits or Commercial advisor.

Client situation/ challenge	Implications to Employee Benefit Plans & ways HUB can help	Implications to Commercial P&C Plans & ways HUB can help
All employees are working from home	<ul style="list-style-type: none"> • Employers may choose to enhance their benefit plan to provide additional virtual support through telemedicine, iCBT, EFAP, and online pharmacy to keep employees healthy and productive. See marketing piece and recorded webinar. (BSD) • EQ Care telemedicine gives employees access to virtual care from doctors, nurses, and specialists for diagnosis, referral, and prescriptions on a subscription basis. (BSD) • Homewood Health Employee & Family Assistance Program (EFAP) gives employees support on health, wellness, financial strain, anxiety, depression, and addiction. (BSD) 	<ul style="list-style-type: none"> • There has been an increase in property exposure because of closed and unattended offices at risk of break ins and property theft. Property insurance may not hold if there is a vacancy clause. HUB can review wording and determine if coverage is sufficient. (BID) • To ensure protection of vacant buildings, refer to Vacant Building Checklist (note: some U.S. content). (BID)

	<ul style="list-style-type: none"> • Morneau Shepell Cognitive Behavioural Therapy (iCBT) provides employees and their families with access to a psychotherapist for help coping with stress, depression, anxiety and the effects of uncertainty and social isolation. (BSD) • PocketPills Pharmacy provides employees with access to an online, mail-order pharmacy to prevent the need to visit a pharmacy in person. See <u>advisor website</u> for more info. (BSD) • Risk Services can help clients who may not have pre-existing remote access policies ensure the proper policies are in place. (RMD) 	<ul style="list-style-type: none"> • Employees may be working from home using personal devices working that may not have the same levels of cyber protection (firewalls, VPN, etc.) as corporate devices. Clients may have a great cyber exposure as a result. HUB can review wording and determine if coverage is sufficient. (BID) • Client with a commercial fleet (or personal car) sitting unused may choose to temporarily terminate coverage. (BID) • Risk Services can help clients who may not have pre-existing remote access policies ensure the proper policies are in place. (RMD)
<p>Still operational on site</p>	<ul style="list-style-type: none"> • Telemedicine, EFAP, iCBT, and online pharmacy will help keep employees healthy and productive. See above. (BSD) • Risk Services can help clients who are still operational determine if they are following proper protocol for supporting a safe work environment. (RMD) 	<ul style="list-style-type: none"> • Risk Services can help clients who are still operational determine if they are following proper protocol for supporting a safe work environment. (RMD) • Clients not following proper protocols (ex: employee/customer becomes infected) could face a lawsuit. HUB can review wording, determine coverage, and take steps to prevent exposure. (RMD)
<p>Loss of revenue</p>	<ul style="list-style-type: none"> • Clients may consider temporarily reducing coverage under their benefits plan for services not currently available, such as a dental and massage therapy for material premium reduction and short-term savings. See <u>marketing piece</u>. (BID) • PocketPills Pharmacy provides employees with access to an online, mail-order pharmacy to prevent the need to visit a pharmacy in person. Making this change generates on average a savings of 15% to drug spend. See <u>advisor website</u> for more info. (BSD) 	<ul style="list-style-type: none"> • Clients may have Business interruption insurance to cover lost revenue but coverage may not hold if the interruption is the result of a pandemic. HUB can review wording to determine coverage, extend the expertise of our internal claims team, and use our national footprint to provide the best claims advocacy and best set clients up for success. (BID) • If clients do have business interruption coverage but do not see a claim paid and have the resources and risk appetite, they may wish to learn more about our captive practice which allows them to have broader coverage. (RMD)

	<ul style="list-style-type: none"> • Advisors may be able to help secure monthly premium deferral with their carrier. (BID) 	<ul style="list-style-type: none"> • If clients cannot pay their insurance premiums, HUB can use our national relationships with markets to facilitate premium financing or change clients to direct bill to take advantage of premium leniency extended by our markets. (BID) • If clients experience a loss of revenue, they may be able to renegotiate the value of their commercial policies to cover the lower revenue amount temporarily for short-term premium savings. (BID) • Clients suffering from loss of revenue because their clients cannot pay their bills may consider credit insurance which would alleviate this risk. (BID)
<p>Employee layoffs/ shut down</p>	<ul style="list-style-type: none"> • Reducing coverage and online pharmacy will help reduce financial strain. See above. (BID) • Telemedicine, EFAP, iCBT, and online pharmacy will help keep employees healthy and productive. See above. (BSD) • To keep current with each carrier’s position on extension of benefits during layoff, HUB Employee Benefits has an internal microsite for EB advisors that houses all carrier updates. (BID) • HUB has a program called SUNRISE which provides immediate premium discounting and free payroll and benefits administration software to save cost and mitigate admin liability. (BSD) 	<ul style="list-style-type: none"> • Clients terminating employees without following proper protocol could face an employment practices lawsuit. HUB can review wording, determine coverage, and take steps to prevent exposure. (BID) • See note on vacant buildings above. (BID) • Clients waiting to determine if they can re-open may consider delaying their commercial renewal instead of renewing. HUB may be able to work with their carrier to delay the renewal date or premium as part of a state of emergency clause in their policy wording. (BID)
<p>Employees with questions on the impact of COVID on their retirement assets and ability to retire</p>	<ul style="list-style-type: none"> • Our group retirement team of CFPs can help clients re-evaluate investment options, triage employee questions, and provide investment guidance to support retirement goals. (BSD) 	

Cross-border operations	<ul style="list-style-type: none"> • Clients based in the U.S. may be applying U.S. regulations when it comes to furlough and layoffs. HUB's Employee Benefits team can provide guidance on Canadian protocol sourced from <u>internal microsite</u> on proper handling of benefits. (RMD) 	<ul style="list-style-type: none"> • Clients with U.S. contracts may have policies underwritten in Canadian currency that are no longer compliant with their contracts because of the deteriorating exchange rate. HUB can review policies to determine if coverage is sufficient and may convert policies to USD (\$) upon renewal. (BID)
Extra communication with customers		<ul style="list-style-type: none"> • There has been an increase in cyber exposure as hackers capitalize on the situation and send faulty emails to client's employees and customers. HUB can review policies to determine if coverage is sufficient. (BID)
Inundated with information about COVID	<ul style="list-style-type: none"> • To keep current with each carrier's position on various COVID implications HUB Employee Benefits has an <u>internal microsite</u> for EB advisors that houses all carrier updates. (BID) • To help clients keep current with all relevant information related to COVID HUB has created an <u>external resource center</u> and has hosted client webinars. (BID) 	<ul style="list-style-type: none"> • To help clients keep current with all relevant information related to COVID HUB has created an <u>external resource center</u> and has hosted client webinars. (BID)