



**Date:** March 23, 2020  
**To:** All Berkshire Hathaway GUARD Agencies  
**Subject:** New COVID-19 Page Available on Our Agency Service Center

## New COVID-19 Page Available on Our Agency Service Center

To help our agents keep track of ongoing announcements, actions, and responses from Berkshire Hathaway GUARD relative to the current pandemic, we recently created a new COVID-19 resource page that is accessible from our *Agency Service Center (ASC)*.

Simply click the red COVID-19 button located in the right hand corner of the ASC home page. Be sure to refresh your internet browser (SHIFT + ) for the latest updates.




**COVID-19: Announcements, Actions, & Responses**

Relative to the current COVID-19 pandemic, we will follow all recommendations and guidelines on a state-by-state basis. See below for a list of notifications regarding COVID-19:

Date Implemented	State	Announcements, Actions, & Responses	Notes
3/23/20	AR	<a href="#">AR DOI Bulletin No. 6-2020</a>	
3/23/20	GA	<a href="#">Directive 20-EX-5</a>	Down payment required for new business for all lines of coverage. (Exception: GRIP-billed Workers' Compensation policies.)
3/23/20	OK	<a href="#">Bulletin PC 2020-01</a>	
3/20/20	AK	<a href="#">Bulletin B 20-08</a>	Down payment required for new business for all lines of coverage. (Exception: GRIP-billed Workers' Compensation policies.)
3/20/20	CA	<a href="#">Insurance Commissioner Notice</a>	Down payment required for new business for all lines of coverage. (Exception: GRIP-billed Workers' Compensation policies.)
3/20/20	NY	<a href="#">DPS Insurance Circular Letter No. 7</a>	
3/20/20	PA	<a href="#">Insurance Commissioner Notice</a>	
3/20/20	WV	<a href="#">Emergency Order 20-EO-02</a>	
3/20/20	ALL	<a href="#">Berkshire Hathaway GUARD COVID-19 UPDATE</a>	
3/20/20	NY	<a href="#">Berkshire Hathaway GUARD Suspending Writing New Disability Policies in NY</a>	
3/20/20	ALL	<a href="#">Berkshire Hathaway GUARD Actions/Responses Related to COVID-19</a>	
3/16/20	ALL	<a href="#">Berkshire Hathaway GUARD Leadership Team Statement</a>	

Berkshire Hathaway GUARD wishes to reinforce our commitment to our agents, our policyholders, our claimants, and our employees. We are closely monitoring the impact of COVID-19 on the country (and the world) and continue to follow guidelines issued by government health authorities including the CDC, WHO, and local agencies as well as state insurance departments. In addition to the authorities cited, resources you may find helpful include: [BAC Coronavirus Resource Center](#) | [Big I Creates Coronavirus Resource Page](#)

We will continue to notify you of new actions/responses related to the virus or when temporary measures are lifted or discontinued. Please feel free to contact us with questions or issues. Thank you for putting your trust in us. We wish you the best during this challenging time.

Updated 3/23/20. **IMPORTANT:** Be sure to refresh your internet browser (SHIFT + ) to see the latest updates.

We recommend you refer to this page at least daily for important news and announcements. We are reacting as quickly as possible to incoming questions from our agents and policyholders as well as to state mandates. Our goal is to ensure timely and seamless communications with you during this difficult time. Your patience is greatly appreciated.

Please feel free to contact our Customer Service Department at 1-800-673-2465 or at [csr@guard.com](mailto:csr@guard.com) at any time. Our Webchat team is also on hand to assist with any issues via the *Agency Service Center*.

Visit our [Agency Service Center](#)