



March 18, 2020

Plans in place as COVID-19 impact evolves

As the global impact of COVID-19 evolves, Legal & General America remains firmly committed to the health and well-being of our employees and partners, and to providing excellent service to our customers.

Business Continuity

While COVID-19 has not affected our business operations to date, we are actively monitoring updates and guidance from the CDC, public health departments and local government authorities. Our senior leadership team is taking appropriate actions and assessing business continuity plans.

A significant portion of our staff is currently working remote and we're pursuing further actions that will expand remote options and limit the number of employees working in our office.

As this global health situation remains fluid, the testing of our systems and capabilities is ongoing. At this time, we do not anticipate any closures or delays in processing. We will continue to contemplate the changing needs and challenges of our customers and partners and will adjust our plans as necessary, keeping you informed.

We have been in frequent communication with all vendors, including paramedical vendors. ExamOne, APPS, and EMSI are operating business as usual with some restrictions in a small number of states. Please check the provider websites for the most up-to-date information.

Employee Safety

We are also taking appropriate actions to ensure the safety of our employees, following CDC guidance with precautionary steps including additional cleaning measures and education for our associates on what they can do to stay healthy. Employees who have recently traveled to hotspots, have come into contact with someone who has tested positive for COVID-19 or are feeling unwell have been asked to stay home.

We ended international travel weeks ago and mandated that staff scheduled to attend external conferences use video or teleconference options.

Distribution teams may continue to visit BGA partners subject to their agreement and only if the location of the business is not in a designated hotspot.

Any meetings held in our home office will require participants to complete a health and travel questionnaire.

We understand the challenges this brings to your business and we are looking at ways we can further support you, our distribution partners, and your clients. Thank you for your valued partnership and we will continue to keep you updated as the situation progresses.