



America's small business insurance specialist.®

Employers Insurance has created a page within our [website](#) dedicated to information pertinent to our agents regarding the impact the Coronavirus is having on business owners across the country.

Here is the link you can click on that will take you directly to this information.

<https://www.employers.com/resources/breaking-news/coronavirus-faq>

This new page has important information on the following items:

- How to modify payroll for existing policies
- How Employers is handling late premium payments and NOC's for non-payment
- How Employers is handling premium audits
- What is required of the insured if they are offering delivery services
- How Employers is handling incoming mail
- Reminder for employees on how to file a claim
- Instructions on how to cancel an active policy and what will be needed
- How Employers will handle if they cancel their policy due to shutting down, then want to restart their policy with us when they re-open
- How Employers is handling auto renewals
- How Employers is handling employees that now work from home
- How Employers is handling Doctors and Nurse house calls during this time
- Is illness from COVID-19 covered on the Workers Compensation Policy

Please make sure you're reviewing this dedicated page as often as needed. This page will be updated continuously.

Thank you for all you do! I hope you and your families are safe and doing well during this time.

To Our Agents:

To assist you in efficiently servicing your client's needs, please log into your **EACCESS*** account via our website:

www.employers.com - click on **EACCESS***

You can retrieve policy documents including loss runs and payment status.

See below direct contact information:

Agent Direct Line: 1-800-700-9113

Payment Services Department (Billing Questions): 775-327-2723

Claims Reporting:

Injured Employee Hotline 855-365-6010 (New Claim for employee that has not received medical treatment)

Customer Support 888-682-6671 (New Claim where employee has already received medical treatment)

Audits: Auditinquiries@employers.com or 1-800-677-3252