

The IIABAZ is Here to Support You!

Your agency and clients are facing unprecedented and significant health and economic challenges caused by the pandemic. We do hope each of you are staying healthy and want to assure you that the IIABAZ is here to support you. We have been working diligently to make sure you have the information and resources needed to see you through these uncertain times and to help you continue to serve your clients.

To help keep you informed of some of the opportunities available to our members, the following are just a few of the many key resources we offer.

COVID-19 E&O Best Practices Webinar

- Runs every Tuesday and Thursday at 12:00 p.m. (Arizona Time) through April 30.
- After April 30, the webinar will be available for on-demand viewing.

Managing Business Income Claims When Insurance Carriers Ask You to Deny the Claims

- [Why Agents Should Not Deny Claims on the Insurance Carrier's Behalf](#)
- [How Agents Should Respond if Insurance Carrier Continues to Push for the Agent to Deny Claims](#)

Errors and Omissions Considerations

- **Cancellation Requests:** Swiss Re and the E&O Team collaborated to develop a letter we are recommending agents have clients sign if they request to cancel a policy mid-term.
- [Acknowledgement of Policy Coverage Cancellation Letter final 4-8-2020.docx](#)
- [Acknowledgement of Request to Cancel Insurance Coverage form 4-8-2020 final.docx](#)
- **E&O Considerations of Home-Based Employees:** Agencies are living in a new world for the moment. Employees who have never worked from home are now working from home. Does this new “non-office home office” create additional E&O exposures? This **article** provides a few reminders and ideas to help agents avoid an increase in their E&O exposure that could arise from this new, yet hopefully temporary, reality.

Insurance Illustrated Launched

Friday, April 10 saw the launch of the Big I's newest publication, Insurance Illustrated. This is a subscription newsletter available to any insurance professional. You get this only if you sign up for it. Each weekly edition offers several articles on a wide range of topics. Click [here](#) to see the most current edition. If you're not a subscriber, you can [subscribe](#) from this [page](#).

Big I Coronavirus Resource Page

IIABAZ created a resource page covering all things COVID-19. In this page you will find almost any information you need and much of it may be shared with your clients. Key features include:

- Links to coverage webinars
- Links to more than a dozen COVID-19 coverage-related article
- Information on the recently introduced aid packages such as the CARES Act, the Paycheck Protection Program and the Family First Act
- Information from Big I Hires on transitioning your employees to home-based workers
- And much more...

While the future is for sure uncertain now, we'll all get through this together.

Mitch Childers - IIABAZ National Board Director