



***A Message from the Leadership of Preferred Employers
Insurance, a Berkley company.***

Dear Broker Partners,

As the world deals with the rapidly changing COVID-19 environment, our company's leadership has been monitoring government updates and reports from the Center for Disease Control (CDC) and have taken appropriate action as updates become known.

Everyone is impacted by the uncertainty of the coronavirus and how authorities are attempting to slow down the spread of this virus. A number of our mutual customers are already feeling the pain from this unprecedented pandemic event and we want to offer assistance where we can. Please have your team members and/or clients (policyholders) contact our Customer Service Center for any assistance they may need as noted below.

PREFERRED CUSTOMER (POLICY) SERVICES CENTER

Services Center Hotline: 888-472-9001

Regular Email: PolicyServices@peiwc.com

Customer Claims Service: 888-472-9001

Claims Service Email: ClaimsCustomerService@peiwc.com

Premium Accounting Services Mailbox

Email: premiumaccounting@peiwc.com

Premium Payments/Refunds, Payroll Estimates/Interim Reporting:

We have various payment plan options offering flexible payroll reporting. Please continue to contact your Underwriter for payroll estimates, changes, questions and/or other policy endorsements.

For policyholders needing to convert to monthly payments that are more representative of their quickly changing payrolls, we will consider converting policy premium payments/installments to monthly payroll reporting that is more reflective of their fluctuating payroll experience.

If rushed processing is required beyond our normal processing timelines for premium refunds, you can contact Premium Accounting Services via our Customer Service Center or via email at premiumaccounting@peiwc.com.

Final Audit Payroll Reporting

Preferred will be flexible and offer a reporting extension on a case-by-case

basis.

Caring for Injured Workers and Claims Management

Our Claims team, systems and procedures are also in action per our Work From Home Plan so that injured workers can continue to be served in a timely, professional, and empathetic manner. For Claims Inquiries contact our Claims Customer Service Center at 888-472-9001 or via email at

ClaimsCustomerService@peiwc.com

Taking Care of Brokers, our Policyholders, and our Employees remains our top priority

Please know that, even in this time of unprecedented challenge, we are committed to providing you with the same dedicated service and collaboration we always have. Any of Preferred's team members may be reached via our Customer Services Center. Please feel free to contact us for any assistance you might need.

Also, feel free to contact any of our leaders should you have any questions about this communication—or anything else relating to how Preferred Employers Insurance is managing this COVID-19 pandemic.

Be safe, California.

Preferred's Leadership Team

Products and services are provided by one or more insurance company subsidiaries of W. R. Berkley Corporation. Not all products and services are available in every jurisdiction, and the precise coverage afforded by any insurer is subject to the actual terms and conditions of the policies as issued.
