

## **TrustedPlace™ Covid-19 Statement**

At TrustedPlace™, nothing is more important than the health and well-being of our customers, our employees, and our community. As the situation with COVID-19 unfolds, we're committed to giving you the support and resources to navigate this challenging time.

### **Continuing to be there for you & fully staffed.**

We are in the business of making sure life keeps on going as smoothly as possible. That's why we are committed to being there for our customers and their families. We have a 100% USA based workforce and have moved our operations to work-from-home locations where possible and have made arrangements for our support team to be available at the same level and hours of operation as before. In addition to implementing social distancing and alternative work arrangements, we continue to maintain and practice strict data-security practices. No data is shared over unsecured methods.

### **Claims and how to work with contractors**

Our team is ready to help you with any claims issues that arise. We are available by phone: 1.866.237.3287 (Monday - Friday: 8AM to 8PM EST) and online 24/7 at [trustedplace.com](https://www.trustedplace.com).

Remember to abide by CDC guidelines when in contact with any visitors to your home including giving them ample personal space, disinfecting surfaces when work is complete and washing hands frequently.

### **Extra Support for those effected**

We have implemented additional support tools for those facing extreme hardships. We are also working with customers who need more time to pay. Our team is committed to respond to any of your questions as fast as possible, and to make sure you and your families have the protection and coverage you need to overcome this uncertain time.

Please continue to check back for further updates.

The TrustedPlace™ Team