

CORONAVIRUS & WORKERS' COMP

Helpful Resources

Dear ICW Group Agents and Partners,

All of us are closely monitoring the global spread of the coronavirus disease (COVID-19) and understand the concern and uncertainty you may be experiencing during this difficult time. Our primary focus continues to be the safety and well-being of our customers and team members..

We're Here to Help You

You can rest assured, we're prepared to support you and will continue to deliver the very best insurance experience, products and services.

Following the safety suggestions recommended for eliminating the spread of the virus, many of our team members will begin to work remotely. Over the last few years, your ICW Group team has worked hard to make sure that an event like this doesn't result in a disruption in your services. Our team members are located across time zones, ensuring there is no impact in our ability to serve you. As many of you are doing, we're limiting business travel and are taking other exposure precautions to keep everyone safe.

New Resource Area for Coronavirus Updates

Many of you have asked questions regarding the coronavirus impact on workers' compensation. To find helpful answers, please visit the "[Coronavirus \(COVID-19\) – Helpful Resources](#)" page on ICW Group's Policyholder Center. This area includes workplace safety and claims FAQs, OSHA announcement links and other informative resources.

Since this is a rapidly changing situation, our resource page will be updated as more information becomes available. If you have any questions, please refer to this website or contact your ICW Group representative.

As always, we're happy to help. Together, we'll get through this and we hope everyone remains safe!

Sincerely,

ICW Group Insurance Companies



The screenshot shows the ICW Group Policyholder Center website. The header includes the ICW Group logo and navigation links: Home, Claims, Payments, MyResource, Safety, Fraud, Helpline, Contact. The main content area is titled "POLICYHOLDER CENTER" and "Workers' Compensation". It features a navigation bar with icons for "Report a Claim", "Make a Payment", and "Log into MyResource". The main content area is titled "Coronavirus (COVID-19) – Helpful Resources" and includes a video of a man speaking. Below the video, there is a section titled "Communications to our customers" with a list of updates: "3/5/2020 - Email sent to our Policyholder" and "3/16/2020 - Email sent to our Agents and Partners". There is also a section titled "Workplace safety FAQs" and "Workers' compensation claims FAQs".

[Visit our Coronavirus Resource Area](#)