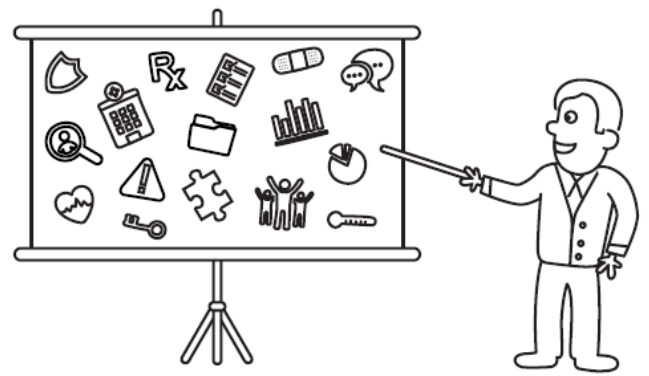


# Update: Coronavirus Outbreak

What you should know, what you can expect.



Updated February 13, 2020

The Reliance Standard & Matrix Claim Teams are continuing to monitor the outbreak of coronavirus coined COVID-19 which originated in Wuhan, China and has since been reported in several other locations globally. As of February 13, 2020, there are more than 60,000 confirmed cases of coronavirus and more than 1,360 deaths globally.

We hope and expect the outbreak will not impact our ability to process claims. However, you should be aware our Business Continuity team has been put on notice across all service locations and we will continue to monitor any potential threats to our workforce with heightened sensitivity and awareness. Should the threat escalate and create a reduction in staff, or rise to a level of office closure, we will realign resources to mitigate the impact to service delivery. Moving forward we will continue to monitor the Coronavirus threat, and assess any safety concerns to our employees, as well as impact to normal business operations.

If you have claims that are managed from an impacted claims location, our BCP will be deployed and your administration will be supported across other locations nationwide. Also, system access to our employee and employer facing suite of web applications and services (AbsenceRadar, eFiling, MatrixAbsence.com, etc...), will remain unaffected: these applications will remain secure.

In addition:

- Work locations impacted will be supported by our global operations team, which are located throughout the United States (Fort Lauderdale FL, Hawthorne NY, Phoenix, AZ, Philadelphia, PA, Portland ME, Portland OR, Austin TX, and Santa Clara CA).
- If it becomes necessary, our impacted staff will individually set their out-of-office notifications (both email and voicemail) to direct inquiries to assigned colleagues based on Customer Assignments.
- All work, work product, and paperwork in our impacted location(s) will be secured and will remain safe.
- We will post updates as necessary to our website (reliancestandard.com; matrixcos.com) as warranted.

## At-A-Glance Resources

- Monitor the coronavirus outbreak on the [CDC website](#).
- Subscribe to On Call International's free [travel blog](#).
- Check these industry leading blogs for info on how coronavirus can impact LOA claims:  
[Matrix-Radar.com](#)  
[FMLA Insights](#)
- Click below for our most current FAQ:  
[Matrix On Call Incident Brief](#)
- If you are a Reliance Standard client, you have 24/7 access to On Call International Travel Assistance. Click [here](#) for more info about covered services; and [here](#) for an employee facing flyer.

## Common sense policies for employers:

- Promote proper office hygiene such as encouraging employees to avoid touching their mouth, nose, or eyes. Provide employees with alcohol based hand sanitizer.
- Flag employees who have travelled to China, Hong Kong, and Macau within the last 30 days. Encourage these employees to work-from-home and, if they develop symptoms, to seek medical attention promptly.
- Consider repatriating employees already located in China, if possible. (Several international airlines have suspended or curtailed flights to China.)
- Consider suspending all planned/non-essential international travel to China or other potential locations with high rates of infection.
- Enact protocols requiring employees traveling to China for personal reasons to report their travels to the Human Resources department.
- Encourage employees who are sick to seek medical attention promptly, regardless of any recent travel they have taken.