

## COVID-19 pandemic response

Unum is prepared in the event of business disruption

TO: UNUM's Philadelphia Field Office Customers and Broker/Consultant Partners

FROM: Mark Shaw, Managing Director and Judy Putsch, Director of Market Development

We are hopeful that all employees and families are well during this unprecedented challenge we face together. Please know our team is focused on you, our customer during this time. The information UNUM has provided on our dedicated page; [our COVID-19 resource center](#) is meant to provide you a guide and helpful insight on potential challenges you may have. We do not profess to have all the answers but will continue to be the resourceful professionals that you expect in a carrier partner.

We thought you should know what UNUM is doing for some of our employees. Early on during this crisis, a decision was made to help some of our lower salary band employees with a subsidy to their paycheck. The leaders at UNUM made this decision to help these loyal and hardworking employees with the anticipated hardships they may endure due to this situation. We are proud to work for a company that values their most important resource, our people.

Locally, our team is fully functional with a work from home capability that should look and feel the same as if we were in the office. Our digital capabilities allow us to assist you in any manner. We are motivated to continue to fulfill our roles and aspire to be the best partner carrier in the business.

We want to thank you for your continued partnership and for the opportunity to be your carrier of choice. We are filled with gratitude for the chance to serve thousands of customers in the local Philadelphia market and beyond and to help our broker/consultant partners in their business plans. Thank you again and know that the welfare and health of everyone remains our top priority.

With respect and appreciation.

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**Questions on COVID-19? Visit our dedicated page** → <https://www.unum.com/covid-19>



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