



COVID-19 Considerations – Putting it All Together

COVID-19 continues to impact markets and communities around the world. The situation has required businesses to quickly respond to protect employees and customers.

NFP has offices in the U.S., Canada, Puerto Rico, the United Kingdom and Ireland, all of which are at various stages of executing contingency plans. First and foremost, our priority is the safety of our employees. To support this, we cancelled our annual conference and imposed travel restrictions, and are reminding employee of the resources available to them (medical, well-being, communications, technology, etc.), distributing communications, hosting company-wide calls to share information and answer questions, and emphasizing diligent handwashing and social distancing.

We have also activated work from home plans for the majority of our offices. After proactively testing our ability to operate under various scenarios over the past two weeks, we are well positioned to continue operating our business and serving clients. Please continue to contact your advisor/account manager as you normally would.

We stand ready to continue to support you through these challenging times – via email, phone and videoconference. Below is a compilation of resources and perspectives regarding the impact of the coronavirus on our businesses and the solutions we provide to clients.

In addition, we have created a **business tool kit** with information and best practices that can be easily shared with employees. Templates include:

- Work from home best practices
- Telecommuting policy
- Contingency planning template
- Communications for four scenarios
- Protecting yourself against scams

Please review this information and use it with your employees as appropriate.

To access all of our coronavirus-related content, please visit our [Latest Insights](#) page.

Summary

You can find links to everything contained in this message on our [NFP Latest Insights page](#), as well as below:

[Perspective from the Admiral »](#)

[Protection Against Scammers »](#)

[Business Owner Toolkit »](#)

[P&C Coverage](#)

[Considerations »](#)

[Markets Update & FAQ »](#)

Perspective from the Admiral

NFP is very fortunate that Admiral James Stavridis is a member of our board of directors. In addition to a **spectacular career of service** to our country, Admiral Stavridis is an expert on a variety of topics – from character to cybersecurity – and has emerged as a leading voice on the global response to the coronavirus. In **his latest piece for Bloomberg News**, the Admiral encourages us to start preparing now for the next pandemic, asking “How can we ensure that lessons learned from the coronavirus fight are used to prepare us for the next time?” We plan to share insight from the Admiral more consistently and welcome your feedback.

Corporate Benefits

During an infectious disease outbreak, the main emphasis should be on containing and mitigating the disease itself. However, the economic impacts are significant and many companies are overwhelmed as they work to understand, react to and learn lessons from rapidly unfolding events.

Given the very different degrees of preparedness across companies, the potential for further disruption and the value of being better prepared for future crises, it is important that employers focus on steps that protect employees, ensure business continuity and provide uninterrupted service to their customers. Preparation is the key and the World Health Organization suggests four key areas of focus:

- Prepare and be ready
- Detect, protect and treat
- Reduce transmission
- Innovate and learn

For perspective on each of these areas, as well as insight from our Medical Director, please see **Corporate Benefits – Information for Employers**.

Benefits Compliance

Many employers are wondering about their benefits compliance obligations for employees who may be affected by COVID-19. Our latest **benefits compliance piece** offers high-level insight into the benefits side of paying for COVID-19 tests and treatment, benefits-related FMLA and leave considerations, HIPAA privacy and security rules, and other employment- and benefit-related questions.

Work from Home Best Practices

If your company is considering or has implemented a temporary remote work policy, keep in mind that not everyone is comfortable with the idea of suddenly having to work from home. We have assembled **tips to support employee motivation, productivity and health** that we encourage you to share with members of your team who are working from home. If you are still working on your work from home policy, please take a look at our Telecommuting Policy and Procedure template.

As fear and anxiety are escalating in the workplace, it is critical to instill calm and reassure employees you are committed to their overall health and well-being. To support your efforts, please read our piece **Employee Well-Being in Unprecedented Times**.

Property and Casualty (P&C)

A formal coverage assessment by the appropriate carrier is critical to optimize potentially available coverage. Coverage for COVID-19 can potentially be found across multiple insurance product lines, but a thorough review of the policies and endorsements included in your insurance program is necessary.

This **overview** is designed to serve as a general guide of how common commercial coverages may respond in the event of a claim related to COVID-19. Each claim is subject to review by the applicable insurer and coverage is dependent upon the terms and conditions of your specific insurance policy.

You should report any claims to your insurer(s) pursuant to the terms, conditions and reporting provisions of the policy or policies under which you believe coverage may be available, if any. If you believe that you have a potential claim, we encourage you to contact **Steve Schroeder** of NFP's dedicated COVID-19 Claims Task Force at 866.824.3816 or by email to coronavirusclaims@nfp.com for guidance.

Individual Solutions

Wealth Management

From a wealth management perspective, uncertainty has caused a swift and severe downturn in the financial markets in the last several weeks. Wealthspire Advisors, an independent investment advisor and NFP owned business, consistently advises investors to understand their own risk tolerance and be prepared at any time for a sizable contraction in markets. Clients who understand the importance of diversification can be better protected from excessive downside risk, and the case for a diversified portfolio will continue to be important once the world has moved past the coronavirus situation.

Even for those who understand the importance of "staying the course," seeing steep drops after the longest bull market in recorded history can be very unsettling. For some much-needed perspective, including comments on controlling what we can control, please see the [Wealthspire FAQ](#).

Life

With regard to life insurance and annuities, we are working with our partners, rating agencies and associations to assess how the coronavirus will affect products, including pricing and risk assessment.

Most of the impact depends on how long stock market and interest rate volatility lasts, the ultimate impact on the economy (both domestically and internationally), and any action taken by the federal government. Uncertainty may be the most formidable challenge — the actual impact for companies and policyholders may not be known until the dust settles.

Retirement

Our Retirement team is also watching developments closely and shares Wealthspire's view on the challenges of uncertainty and importance of diversification. For additional perspective, note that over the long-term the stock market has weathered past epidemics. The chart below looks at the historical returns of the S&P 500 Index during multiple epidemics over the last 40 years. Over the 6 and 12 month periods following an epidemic, S&P 500 performance has, on average, been positive.



To view a larger version of the chart in your browser, visit: <https://www.pnwpga.com/2020/epidemics-and-stock-market-performance/>.

During times of uncertainty and market volatility, while it is prudent for plan participants to “stay the course,” it is also prudent for them to review their investment strategies (“What is my risk tolerance? When will I retire? When will I need this money?”) to ensure they are on the most appropriate path. A new course of action is only warranted if it is more appropriate than the current path. Bailing out of the markets and a retirement plan is typically an imprudent action, often detrimental to reaching future long-term retirement goals. Data indicates that individuals attempting to time the market generally proves futile. Current market conditions rarely provide a clear direction as to the future performance of the markets.

We continue to encourage clients to be mindful of the situation and diligent about their investment strategy.

Contact Us

On behalf of the entire NFP community, thank you for your trust and confidence in us as we work together to address this situation. Please reach out to your NFP contact with questions and comments.

This information has been provided as an informational resource for NFP clients and business partners. It is intended to provide general guidance, and is not intended to address specific risk scenarios. Regarding insurance coverage questions, each specific policy must be reviewed in its entirety to determine the extent, if any, of coverage available for the impact of the Coronavirus. If you have questions, please reach out to your NFP contact.