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DATE: March 23, 2020

TO: West Virginia Insurance Commissioner  
PO Box 50540  
Charleston, WV 25305-0540

FROM: West Virginia Essential Property Insurance Association (FAIR Plan)

RE: COVID-19 (Coronavirus)

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This will provide you with an overview of the West Virginia FAIR Plan's intended response to the above event. We will update you of any changes as circumstances dictate.

We continue to monitor developments around the spread of COVID-19 (the Coronavirus), the health and safety of our insureds, friends, and employees, and our ability to ensure seamless continuity of service, are our top priorities.

We have implemented, our business continuity plan that enables us to support our insureds' needs without any interruption in the high-quality service we provide. Our employees are working remotely and our offices are closed. We are open for business. We are still able to transact all of our usual operations except, we have been asked to close our walk-in customer service area. As such, there are no face to face in person transactions.

This provides an overview of our planned response which can be shared with your members.

- (1) Claim Reporting – Policyholders can report claims either to their agent or directly to the FAIR Plan by:

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| (1) | E-Mail:  | Claims@pafairplan.com  |
| (2) | Phone:   | 1-800-462-4972   |
| (3) | Website: | <a href="http://www.wvfairplan.com">www.wvfairplan.com</a>                     |
| (4) | Mail:    | West Virginia FAIR Plan<br>530 Walnut Street, Suite 301 Philadelphia, Pa 19106 |

Should you have any questions please contact the Claims Manager at 800-462-4972, ext. 157.

Patrick Murphy II, PA AIC SCLA MIAAI  
Claims Manager