

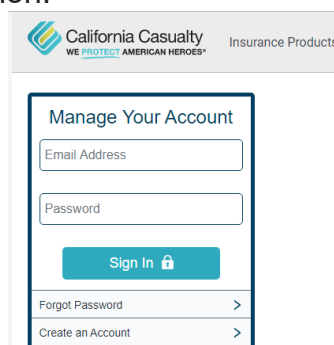
California Casualty's Response to COVID-19

California Casualty is dedicated to preserving the health and safety of NEA Members and our employees. We are monitoring this ever-changing public health situation by the hour. This is an unprecedented time for everyone - a time that, for many, is filled with uncertainty. Our hearts and thoughts go out to each and every one of you.

Our primary focus is to minimize disruptions to our policyholders as we respond to concerns about the spread of Coronavirus (COVID-19). California Casualty remains committed to doing everything we can to serve your members, while keeping our employees safe.

NEA Members can expect to continue to receive excellent service from California Casualty. The best ways to reach us include:

- **Contacting us by phone** at [1.800.800.9410](tel:1.800.800.9410). You can make a payment, file a claim, manage your account balance or ask a question.
- **Managing your policies online** through the "Manage Your Policy" section of www.calcas.com website. You can pay your insurance bill, manage your policies, file a claim, or connect with us.
- New Accounts Representatives are available for **purchasing a policy or requesting a quote**, you may call 1.866.680.5142, please select option 2.
- **Online "Click-to-Chat"** option is also available for service.

A screenshot of the California Casualty website's login interface. At the top, the header includes the California Casualty logo with the tagline "WE PROTECT AMERICAN HEROES" and the text "Insurance Products". Below this is a box titled "Manage Your Account" containing two input fields for "Email Address" and "Password". A blue "Sign In" button with a lock icon is positioned below the password field. At the bottom of the box are two links: "Forgot Password" and "Create an Account", each followed by a right-pointing chevron.

California Casualty is following recommendations by the Centers for Disease Control (CDC), taking advantage of technology and making operational modifications as this situation evolves. We have cancelled all non-essential business travel, meetings and conferences for all employees, including our local field representatives. Our service centers are utilizing social distancing, undergoing deep cleaning, along with deploying telecommuting options for employees who may need to work from home to help ensure their health and safety and that of their family members. We are encouraging company communication with clients via virtual meetings through teleconference calls and video conferences.

Thank you for your patience as we all pull together in support of our communities, customers and employees. Please read a personal message from California Casualty's CEO, Joe Volponi, below or at www.mycalcas.com

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To Our Policyholders,

We recognize the challenges recent global and local events have posed to our community of insureds, employees, and loved ones. We want you to know we are addressing these issues and taking steps to ensure the safety and health of our employees so they can continue to deliver the level of service you have come to expect from our organization.

Our goal is to continue to provide prompt, professional and caring service to you, our valued insured. We ask your patience during these rapidly evolving times, and please know that service to you is our top priority.

Sincerely,

A handwritten signature in black ink that reads "Joseph L. Volponi". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Joe Volponi, FCAS, MAAA
President | Chief Executive Officer