



ASPEN AND CRENNEN INSURANCE AGENCY - RESPONSE TO COVID-19

We are committed to serving you while keeping our “social distance!”

Over the last few days, we have all been awakened to the reality that Covid-19 is extremely serious and will impact our lives in a multitude of ways. We have received many questions from clients in regards to how insurance is specifically relevant.

Here is what we know so far as of **Friday, 3/20/2020:**

Do I have coverage for this?

Most commercial insurance policies contain exclusions for viruses and diseases. These types of exclusions apply to business interruption due to the spread of any virus, organism, or a “like” substance that can cause disease. For “business interruption” coverage to apply, typically a covered property loss must take place. For example, a fire damaging your premise preventing you from operating your business as you normally would.

However...

Due to the large number of businesses that are being impacted by this, the insurance industry and the government are looking into new coverage forms and small business owner relief programs that may provide some assistance and help to businesses that are being affected. At this point in time, it appears to be “in the works” and is being updated daily, so please use our website, www.aspeninsuranceagency.com in addition to your local and state websites to stay up to date!

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Should I file a claim?

Insurance policies vary and every carrier and package are different. **We encourage** claims to be submitted to your carrier directly if you feel like you have sustained a loss or damage to your business. All claims submitted will be investigated thoroughly and coverage decisions will be based on the specific facts to the subject claim as well as the specific policy forms and coverages written on the subject policy. This communication should not be deemed or construed as a disclaimer or waiver of any rights or conditions under any policy.

At Aspen and Crennen Insurance Agencies, we always do our best to advocate for our clients and help them through these difficult situations. Below are a few good articles for your reference on this subject matter which will hopefully help relieve some of the unknown variables and give you a plan of action, as we ourselves are doing the same.

- <https://www.irs.gov/coronavirus>
- <https://www.stroock.com/publication/will-business-interruption-insurance-provide-coverage-for-coronavirus-losses/>
- <https://www.stroock.com/services/coronavirus-task-force/>
- <https://home.treasury.gov/coronavirus>
- <https://mailchi.mp/denversbdc/sba-disaster-loans-have-been-activated?e=5d-4c722b60>

What are we, Aspen and Crennen Insurance Agencies doing to prepare? What can you do to prepare your home and/or business?

At Aspen and Crennen Insurance Agencies, we feel that it is our duty to protect our employees and anyone who walks into our office. As such, we are strongly recommending that our employees work from home. It is our job to ensure that all employees, colleagues, clients and community members who walk into our office or do business with our agency are safe and not putting themselves at risk. For this reason, the office will be closed to any walk-in appointments. Please feel free to call or email us as we will be working our full, daily work schedules from our home offices.

We hope that you find this information to be useful as we are all experiencing the current and evolving threats presented by the novel coronavirus (Covid-19).

We are here to help you!

As we get more updates on Covid-19 - we will continue to release information to all of our clients in an effort to better assist them. We never want to bombard anyone with emails or information but we believe it is our duty to communicate any pertinent updates as we receive them and we hope that it is appreciated in return.

All the best,

Marc Goldenberg

President
Aspen Insurance Agency



Mike Crennen

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COVID-19: ALTERNATIVE BUSINESS PRACTICES

We at Aspen have always been committed to doing what's best for our Aspen Insurance Agency family and that includes you, our loyal customers. Our goal at aspen is to keep our clients safe, keep business doors open, and keep the community at large functioning in a safe environment. We are dedicated to you and want to make sure that you are taking the necessary steps to ensure the safety of you, your employees, your customers and most importantly, your families. We understand that this is an extremely challenging time for EVERYONE and we are ready and willing to do our part.

We know insurance is never fun to deal with, especially at times like this. Whether you are an employee or employer, it is our top priority to make sure that you have the right coverage for your needs. If you're not sure, it never hurts to double check and make sure. Call or email our office and we will make sure you're well taken care of! Here is the following list that you, your employers, employees, customers, and the broader community can use to stay protected and prepared:



Protective Gear

Provide gloves, face masks, face screens, and other protective gear to employees.



Social Distancing

Establish protocols for entry and access to follow appropriate social distancing guidelines.



Low-Exposure Tasks

When possible, assign higher-risk individuals to lower-exposure tasks, such as back-room work.



Isolate

If you think you're experiencing symptoms or may have been exposed, stay home and stop the spread.

Delivery Services

Prioritize service to clients at higher risk and consider expanding into delivery services.



Designated Times

Designate time periods throughout the day for higher-risk individuals to enter or shop.



Disinfect

Disinfect frequently touched surfaces like phones, computers, doorknobs, keyboards, light switches, etc.

