

# COVID-19 UPDATES



After making it through our first full month of work and life amidst COVID-19, we have proven that we are resilient. As business owners and family members, we have shown that we are resourceful and adaptable, responding to evolving changes state and nationwide, as our country works to strike a balance between keeping us safe and keeping us moving forward.

With PLM's footprint across America, we have the unique perspective of seeing how our insureds and the wood industry as a whole are responding. Our President & CEO, John K. Smith, shares his perspective in this video update as PLM works diligently to support you.



## Stay Safe While Staying Agile

As some areas across the country continue to tighten restrictions, others are starting to open up as we search for a new normal. Regardless of where your area falls in this

spectrum, it is likely that you are making hard, quick decisions on what's best for your business, your employees, and your customers. The risks that accompany operational change are important to consider as you move forward.

In a previous communication, we shared a shutdown guideline for our insureds forced to temporarily close their businesses. It is clear that there are risks associated with leaving your operation vacant for a period of time. Less obvious are the risks that come with opening back up. With considerations like equipment and utility restart, housekeeping, and operating with an amended crew or abbreviated hours, it is critical that you are deliberate in your reopening efforts.

Let PLM be your resource for shutdown and start-up guidelines as you lead your business through these unprecedented times.

Business Shutdown  
Checklist

Business Restart  
Checklist

*Restart checklists for Light  
Manufacturing/Retail Operations  
and Heavy Manufacturing.*

### **Stay Connected While Staying Apart**

PLM remains as committed to you today as we have been since 1895. Although our entire staff is currently working remotely, rest assured that our main priority is you. Every PLM team member is equipped to provide the same high level of service that you're accustomed to, regardless of how far apart we are. While we enjoy every opportunity to get out and meet you personally, we understand the increasing concern about close contact. We have adapted our business development and loss control approach to provide options for off-hour, virtual, and photo walkthrough visits as needed. However you need us, we are here.

**Have a billing question?** Our customer service team is ready to work with you. Contact us at [custserv@plmin.com](mailto:custserv@plmin.com) or 800-752-1895.

**Need to submit a claim?** Report your claim [online](#) or through email at [claims@plmins.com](mailto:claims@plmins.com).

**Have a question about your current coverage or an upcoming renewal?** Connect with your trusted PLM contacts.

For more information on protecting your business through COVID-19, we encourage you to visit our [resource center](#). Please do not hesitate to contact us at any time. I personally welcome any questions you may have as well. You can reach me at [ldigangi@plmins.com](mailto:ldigangi@plmins.com) or 267-337-4133.

For 125 years, PLM has witnessed the strength and resiliency of the wood industry. Today is no different and we are proud to support you – the businesses that support America.

Sincerely,

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