



Special Message



All NSO Customers,

We, at NSO, are immensely proud and supportive of the healthcare professionals who may be on the front-line of responding to and fighting the Coronavirus. We want to provide some level of comfort to our customers during this difficult and uncertain time. To this end, please know:

- There is no direct exclusion in your professional liability policy for communicable diseases like the Coronavirus. If you feel you have a claim that's related to the providing of professional services and a patient being diagnosed with or infected by COVID-19, you should contact us so we can review your claim and determine if coverage applies to your specific situation.
- If you are considering providing your professional services via telehealth, please know that the professional liability coverage, issued by NSO, does not have a limitation as to how professional services are provided (in person or via technology). Rather, the policy requires that you are appropriately licensed to provide professional services and that you comply with state, federal and facility guidelines relative to scope of practice and practice setting. NSO has developed a telehealth risk education piece that includes **several resources** for you.
- Our service teams are continuing to support our customers' needs while working remotely. We've done multiple disaster recovery exercises to ensure our colleagues can access all the tools necessary, from their remote locations, to support our customers. While we may experience the inevitable technology hiccup, I am proud to say that our teams are available to support you in a "business as usual" fashion.
- As you can imagine, our call and email volumes are up dramatically, largely due to concerns around the Coronavirus. We have developed a "Professional Liability Concerns – FAQs" posted on <https://www.nso.com/Support>. We anticipate these topics will respond to many of the questions you may have.

- NSO.com is up and fully operational. On the site you can secure coverage, renew your policy, receive a copy of your Certificate of Insurance and more. Please continue to check back as we will be posting a number of resources and articles on our site in response to the pandemic and the impacts its creating for our nursing customers.

If there is anything further that NSO can do for you – please do not hesitate to reach out to us at 1.800.247.1500 for individuals and 215.660.0241 for private practices. Of course, our leadership team is always available to you as follows:

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