



March 16, 2020

IMPORTANT AGENT COMMUNICATION

Re: **NC Rate Bureau Operations and COVID-19**

The NC Rate Bureau has been closely monitoring the development and spread of the COVID-19 (coronavirus). At this time, in the interest of protecting the well-being and safety of our staff, we've made the decision to allow all staff to work remotely.

We began preparations weeks ago to properly equip any staff members who were not already able to work remotely. As a result, we expect minimal interruption to our business operations. All online tools and services are available through our website.

Our staff remains dedicated to serving all of our stakeholders throughout these unprecedented challenging times.

We will remain in communication as the situation evolves.

We are monitoring voicemails and emails so please contact us at [support@ncrb.org](mailto:support@ncrb.org) or leave a voicemail on (919) 783-9790 if you need assistance and we will get back to you as soon as possible.

Please see to it that this circular is brought to the attention of all interested personnel in your company.

Sincerely,

Raymond F. Evans, Jr.  
General Manager

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