



Summer 2020

PRODUCER UPDATE

PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY



John K. Smith, President & CEO

It has been some time since I have spoken on COVID-19 and how it has affected our insureds and Pennsylvania Lumbermens Mutual.

Let me start by suggesting that our clients are reporting truly mixed results. Some of our customers have closed their operations, while others are experiencing booming business. We estimate that more than 80 percent of our clients were deemed as essential businesses and continued to operate in some fashion throughout this difficult time. Depending upon the type of operations – hardware stores, building material dealers, light wood manufacturing, pallet manufacturing, heavy wood manufacturing, or sawmills – their business sales have either dropped, flattened or grown. Early on, we felt that about a third of our customers fell into each bucket. Over time, based on conversations with many of our insureds, we are pleased to report that it seems a smaller percentage of insureds are dealing with a drop in sales, than those that are flat or growing. Our goal as a company is to help all our insureds through this difficult period as seamlessly as possible.

Our business's cash flow, like many of yours, has been negatively impacted, but we think we have weathered the worst in this area. We have noticed over the last 30 days significant improvement in cash flow. While many states have implemented regulations requiring insurance companies to hold in abeyance any cancellations for non-payment of premium, we have done our best to not only comply with these requirements, but also to try to demonstrate good business judgement as these regulations have started to lift. Many insureds have responded and worked with us in this area. Our goal is to continue to use good

business judgement as we work with our policyholders to collect the roughly \$9 million of premium that is 30 days past due to PLM because of these regulations. Our customer service staff, led ably by Traci Barber (tbarber@plmins.com, 317-875-3790), would be happy to take your calls regarding premium payment difficulties. We encourage you to reach out sooner rather than later, for us to work together and try to head off a problem before it becomes a catastrophe. Visit www.plmins.com/pu-presidents-letter-summer20/ to read the full article.



THE DOVETAIL:

PERSPECTIVES FROM THE PLM TEAM

From the Underwriting Desk

VERONICA WILKINS, UNDERWRITING MANAGER

As the underwriting manager of the Northeast region, I would like to thank all our internal and external stakeholders for their open dialogue, constant communication, and adaptability. We have heard repeatedly from experts that none of us has experienced anything of this magnitude, yet there is a strong sense of community and resiliency in the air with COVID-19.

The Northeast has been one of the more severely affected areas in the country. With the extreme challenges that many of our customers have had to face, our team has tried its best to collaborate with them with a positive and open mindset. Visit www.plmins.com/pu-dovetail-summer20/ to read the full article.

From the Field

PAUL KREMER, BUSINESS DEVELOPMENT REPRESENTATIVE

With COVID-19 affecting the whole world, we have seen people, communities, and industries changing and adapting to survive these unprecedented times. In North Carolina, my home and territory in which I service PLM customers, I have seen a range of effects. Some businesses have shuttered, and some are just now getting up and running again. Others have remained open using different methods such as curbside pickup. There have also been several customers in my territory that have thrived, seeing an increase in sales.

The one constant for all these businesses is that things are not the same. Visit www.plmins.com/pu-dovetail-summer20/ to read the full article.

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Pennsylvania Lumbermens
Mutual Insurance Company

One Commerce Square
2005 Market Street, Suite 1200
Philadelphia, PA 19103-7008

PHONE 800-752-1895

WEB plmins.com

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PLUMB SAFETY: COVID SIGNS

States throughout the country have begun to reopen in one way or another. With lockdowns lifting, businesses are now facing the difficult process of safely opening their doors to ensure the protection of their employees and customers.

As you begin to navigate what works for your business and your community, PLM is here to help with safety resources like our start-up guidelines and COVID-19 safety signs found on our website at www.plmins.com/about/newsroom/coronavirus-disease-2019-covid-19-resource-center/.

We also have a variety of safety signs such as "Look out for Forklifts," "No Smoking," and "Authorized Personnel Only," just to name a few. All of our safety signs, including those for COVID-19, are available to download and print from our website at www.plmins.com/loss-control/safety-materials/.

PLM provides insurance and risk management solutions specific to the wood industry. As we all work towards safer workplaces, PLM is here with you, to support the businesses that support America.

SPOTLIGHT ON: SOCIAL MEDIA

Want to find out more about PLM, the services we offer, and how we can help you? We are regularly posting updates, risk management resources and safety videos on our social media. Follow us on Facebook, LinkedIn, Twitter and Instagram!

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