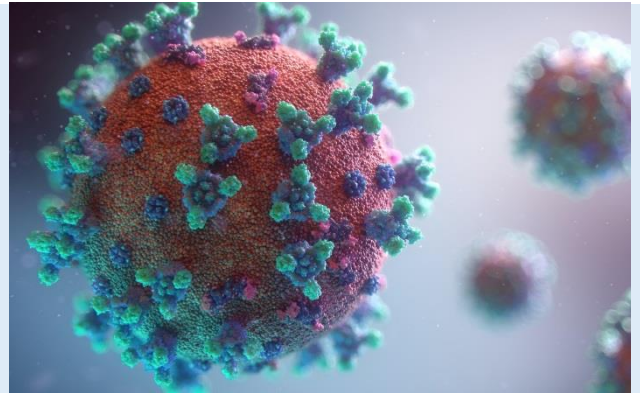


COVID-19 RESPONSE



Continuity of Client Services

IFS Benefits, LLC is committed to remain available and flexible, provide relevant resources, and advance our knowledge of COVID-19 and how it affects your employee benefits. Below is a brief overview of services we've implemented to help you navigate the "new normal".



Work from home cloud computing technology – overnight transition for employees and provided **uninterrupted service for clients**.

Upgraded our phone system to enable **clients to reach us live no matter where we are working**.



GoTo Meeting & BrainShark for **virtual client presentations** and employee open enrollment. Chat featured Q&A and recording capabilities.



Contacted dozens of insurance vendors to **collect, organize and disseminate** new and temporary coverage, **policies and procedures changes**.



Created over 300 communication materials – articles, newsletters, checklists, whitepapers, PPP Loan, workplace posters, videos, legal alerts, flyers, letters & slide decks.



Developed employer toolkits on topics such as pandemic preparedness, employee layoffs, leaves of absence, Families First Act, & return to work guide.



Hosted multiple **webinars related to coronavirus** including legislative changes, CARES Act, small business guidance and HR concerns



Questions? Email your IFS Benefits Team- Account Executive, Client Manager, or Benefit Support Specialist