



Good Afternoon,

In an effort to be transparent and proactive with our partners and customers, we have prepared a few comments related to our preparedness to the ever-evolving Coronavirus (COVID-19) impact. Dominion National is taking measures to prevent the spread of Coronavirus and ensure continuity of business operations, should a local epidemic occur.

### **Comprehensive Response to the Coronavirus**

Dominion has a comprehensive Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) in effect to help ensure continuity of operations and services in the event of a major disruption, including Coronavirus. As such, if Dominion must close an office to minimize the risk of Coronavirus exposure and infection, Dominion will deploy the BCP and DRP to help provide uninterrupted critical services, such as the processing of claims and handling customer and provider service calls. Further, Dominion is capable of supporting 100% of its employees to work off-site. As recently as October 2019, Dominion conducted a successful test confirming that it can remotely access all networks, databases and applications.

### **Ongoing Monitoring**

Dominion has instituted safety measures at its workplace and it continues to educate its employees about preventive strategies. At the same time, Dominion is engaged in the ongoing monitoring of the disease threat and it will take other actions as necessary. As such, if the Coronavirus outbreak triggers a pandemic or otherwise presents a material risk to its workforce, Dominion will stay in close communications with government agencies and the medical community to ensure our responses are timely and effective and business operations continue uninterrupted.

### **Available to Answer Questions**

Dominion strongly values its commitment to providing best-in-class dental solutions, and we're happy to answer any questions you might have about Dominion's comprehensive response to the Coronavirus.

Please stay safe and healthy.  
Sherri

**Sherri Hof**  
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