

## National Lloyds COVID-19 Response and Planning

Dear National Lloyds customers,

As COVID-19 cases continue to rise in the continental United States, National Lloyds and Nalico General Agency, as well as our parent company, Hilltop Holdings, are taking the necessary measures – as prescribed by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) – to ensure the safety of our employees, our customers, and their families and to prevent any interruption in the services we provide. Additionally, we remain in close contact with relevant state departments of insurance and other regulators and will continue to modify our procedures based on their guidance.

We have pre-developed pandemic response and business continuity plans in place and will implement them as necessary to ensure that our employees can continue serving agents and customers and minimize any possible disruptions. We do not foresee any interruptions in our services and will continue to make necessary accommodations to support customers who may be affected by the pandemic.

For your reference, we have listed our customer service contacts below and information on how to make a claim or payment.

### Customer Service

- 800.749.6419
- [info@natlloyds.com](mailto:info@natlloyds.com)

### Claims

- 800.749.6419
- [claims@natlloyds.com](mailto:claims@natlloyds.com)
- Report a claim [online](#)

### Make a Payment

- Mail all check payments to:  
PO Box 130059  
Dallas, TX 75313
- Payments also accepted [online](#) or via Customer Service at 800.749.6419.

Below are some of the measures National Lloyds has taken to date. We will update this information as the CDC, WHO, and/or regulatory agencies provide new information and best practices.

**COVID-19 Business Continuity Planning Measures:**

- **Communicate regularly with all employees** to provide COVID-19 and business continuity planning updates.
- **Enable key employees to conduct business remotely** by providing them with the necessary equipment and internet connectivity.
- **Institute an “as-needed” business travel policy** and enforce a manager-review protocol for any business-related travel plans.
- **Suspend spring/summer conferences or meetings** that would include congregations of large numbers of attendees flying in from states across the country.
- **Request personal hygiene measures among employee population**, including asking employees to frequently wash their hands with soap or sanitizer and responsibly cover any coughs or sneezes. Additionally, if an employee feels ill, we’ve asked them to contact their medical provider immediately and stay at home to recover until their doctor approves a return to work.

Health agencies and governments across the world are emphasizing that COVID-19 should be taken seriously, as community spread stands to heavily affect the well-being of our communities both socially and economically. National Lloyds is no different, and we will continue to monitor any further updates and/or instruction from the CDC, WHO, and regulators to remain consistent with their recommendations.

If you have any questions regarding how COVID-19 may affect your business with National Lloyds, please contact your company representative.

Sincerely,

Darren Parmenter  
Chief Administrative Officer  
Hilltop Holdings Inc.

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