

Message from Pete Irilli to Personal Lines

DATE: March 31, 2020

Hi Everyone,

Following up on my communication from last week, I wanted to reach back out to you to check in and give you some updates.

As we continue to address employee safety issues while meeting our obligations to our policyholders, I am very happy to report that we did a great job servicing our customers during the second week of remote work. THANK YOU!!!

During the first few days of remote operations, we watched our system activity to monitor outages and periods of slowness. We have never had this many remote workers and were honestly unsure if our systems or frankly the Internet in general would be strong enough to keep us all connected. More bandwidth would take roughly 6 months to secure, so crashing the system was not an option. Our IT Department has been constantly monitoring system performance and making adjustments to keep us all connected. We thank them for working around the clock to provide the support we need.

Having reached our first goal of enabling better social distancing and getting as many employees active in remote work, and with increased confidence that we could support that volume of remote work, we began to incrementally bring on groups of additional support, primarily in the Contact Center. Throughout this week, we were able to provide equipment/token access to an additional 20 phone representatives. We also received some much appreciated additional support on the phone operator split from our FNOL department. In short order, we will be securing additional equipment which will allow another 25 phone reps to work from home and plan to continue making arrangements to enable as many as possible to do so.

Thankfully, phone volume has been much lighter than normal, which has helped us provide good support with reduced staffing. Those on the phones know that a significant number of the calls we are receiving are from people who are worried about losing their insurance as they struggle to make payments. NJM is committed to being flexible with our customers during these tough times, and we thank you for helping them through this. Additional messaging is going on njm.com as well as on our telephone IVR, which should lessen some of the phone volume on this issue.

I also want to thank so many of you for taking us up on the offer to provide open and honest feedback. One topic that has come up often is the need to balance the needs of family and work. I have again asked the supervisors to work with you to find compromises where we can, allowing you to take time as needed and asking that you help us by providing as much support as you can reasonably manage. We have also been preparing a list of adjustments that might be made to help the situation. As you have heard before, the situation is fluid and we can and will flex with it. The additional staff and the payment messaging referenced above, along with what we expect to be diminishing volume as this social distancing continues, is the anticipated ability to enable even greater flexibility with time off.

We have been meeting daily, and I was very glad to participate in a few of our daily huddles. It was great to hear your voices, and while it may sound a bit corny, I truly miss working with you more closely.

I look forward to talking with you more this week. If you need to talk before then, please do not hesitate to reach out.

Pete