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Encouraging insurance carrier representatives, producers, brokers and agencies to adhere to social distancing and personal protective equipment requirements and recommendations during the COVID-19 pandemic

The Virginia Bureau of Insurance encourages all insurance carrier representatives, producers, brokers and agencies to adhere to social distancing and personal protective equipment requirements and recommendations issued by state and federal authorities during the COVID-19 pandemic. (See, for example, the Governor's Executive Orders and other guidance at <https://www.virginia.gov/coronavirus/>, as well as the Center for Disease Control and Prevention guidelines.)

Social distancing is an essential part of the strategy for controlling this highly contagious viral disease. Because of this, insurance carrier representatives, producers, brokers and agencies should use all possible methods for contacting consumers through remote means, whether by telephone or electronically, such as email, video chat, video conferencing or mobile applications. When remote contact is not feasible, you should wear masks and follow state and federal guidelines for in-person interactions.

Questions regarding this communication should be directed to Donald Beatty, Deputy Commissioner of Policy, Compliance & Administration at: Donald.Beatty@scc.virginia.gov.