

March 13, 2020

Delta Dental of Arkansas shares your concern for the safety, security, and health of our employees and business partners. Rest assured that we are taking necessary precautions in accordance with guidance from the U.S. Centers for Disease Control and Prevention (CDC).

At this time, the Delta Dental of Arkansas corporate offices are open, and there has been no disruption to our business. We continue to support our business clients, insurance brokers, members, and dental providers across Arkansas and the country.

Our Customer Service call center is staffed and accepting calls from our customers.

Delta Dental of Arkansas has a formalized Business Continuity Program to make certain we are prepared and can respond and recover from an adverse event, such as a pandemic. Our Business Continuity Program includes operational strategies and plans to ensure resiliency. These plans consist of coordinated and tiered responses across internal and external local, regional, and national resources. The plans include the capability to continue the delivery of all our insurance products and associated services.

In efforts to protect the health and welfare of our employees and reduce the potential spread of the Coronavirus, we have already implemented the following guidelines.

- All business travel (in and out-of-state) by our employees is restricted. We are encouraging employees to utilize teleconferencing or video conferencing for meetings with our clients, brokers, and providers.
- We are restricting visitors to our corporate offices. Only employees and approved vendors are allowed inside the offices.

We are assessing the possibility of many employees working from home while ensuring we continue to deliver world-class customer service for which we are known. Assuming much of our staff move to working from home after this assessment, we plan to keep certain areas of our office open with minimal staffing by those people who absolutely cannot work from home and need access to equipment that is not mobile (e.g., mailroom services and scanning of claims documents).

As we navigate this time of uncertainty together, we want to reaffirm our commitment to our clients, members, and providers. As you are aware, this is an evolving situation, and we will share more information with you as it becomes available.

We hope that you and your loved ones are well, and we are here if you need us.

Yours in good health,

Delta Dental of Arkansas