



When the COVID-19 pandemic ensued in early March 2020, our team pivoted to a virtual workplace for remote contact with our CareFree community. Our web enabled tool, CareCompare, offered our agents the most advanced Remote Selling capability available, allowing for a rapid and overall smooth transition to a fully remote environment.

At this point in time all states are open, and our teams are enabled to execute both virtual and face-to-face activities. We will continue to support our web-enabled tools to assist with any virtual needs.

Effective March 15, 2022, wearing face coverings while working at CareFree facilities is optional for colleagues regardless of work location or vaccination status, except:

- Where required by federal, local, or state law or ordinance
- Working in facilities where colleagues provide services covered under certain federal contracts.

All colleagues who work in sites where work is performed on federal contracts will be required to wear masks when community transmission rates are deemed high according to CDC criteria. Currently, colleagues in facilities that work on Federal Contracts will be required to wear masks if their site is in a community that has a high community transmission rate, per CDC guidance. Otherwise, masks are optional at these sites.

- Colleagues who visit facilities such as nursing homes or hospitals must adhere to the rules of those facilities.

Your CareFree Insurance team will continue to work hard to support you. If you have any questions, feel free to give us a call at 888-549-4800 or reach out to your Broker Manager to learn more!