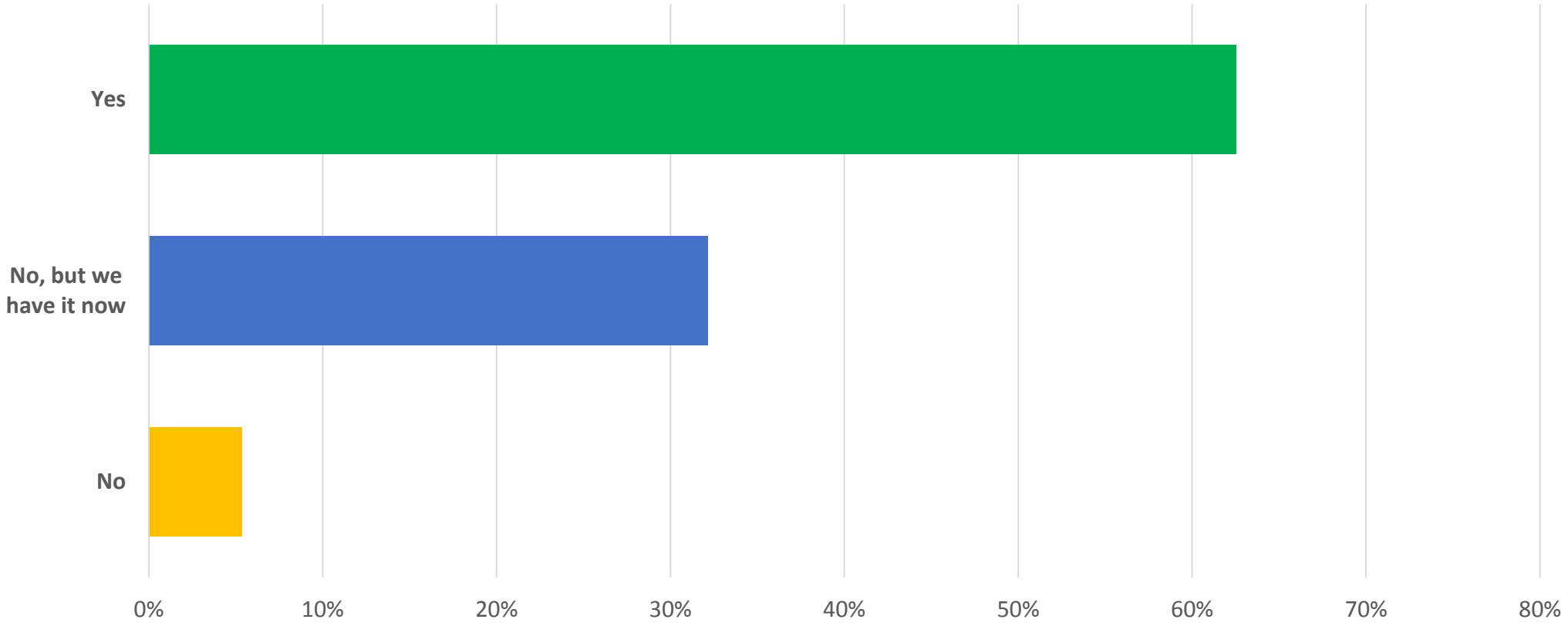
THE COUNCIL

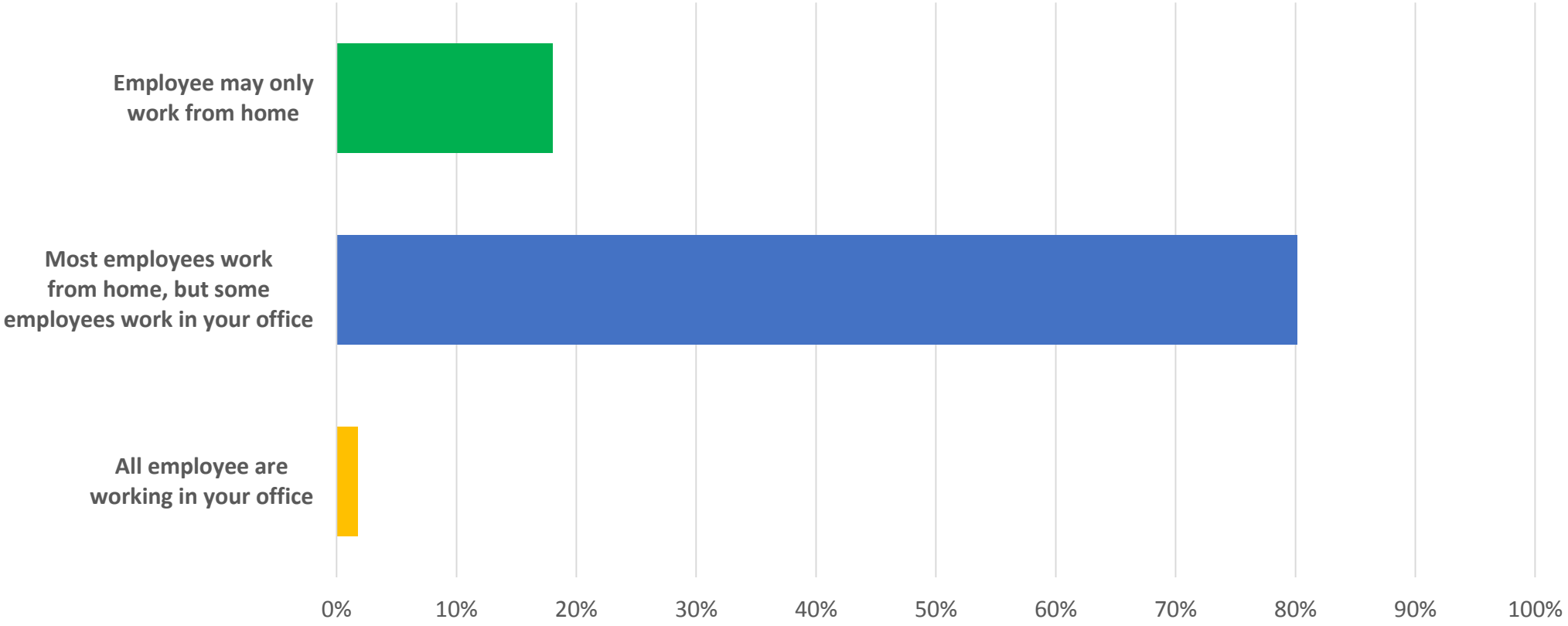
The Council of Insurance Agents & Brokers

Q1 - Did your brokerage have a plan to enable staff to work from home before the pandemic?



ANSWER CHOICES	RESPONSES	
Yes	62.50%	70
No, but we have it now	32.14%	36
No	5.36%	6
TOTAL		112

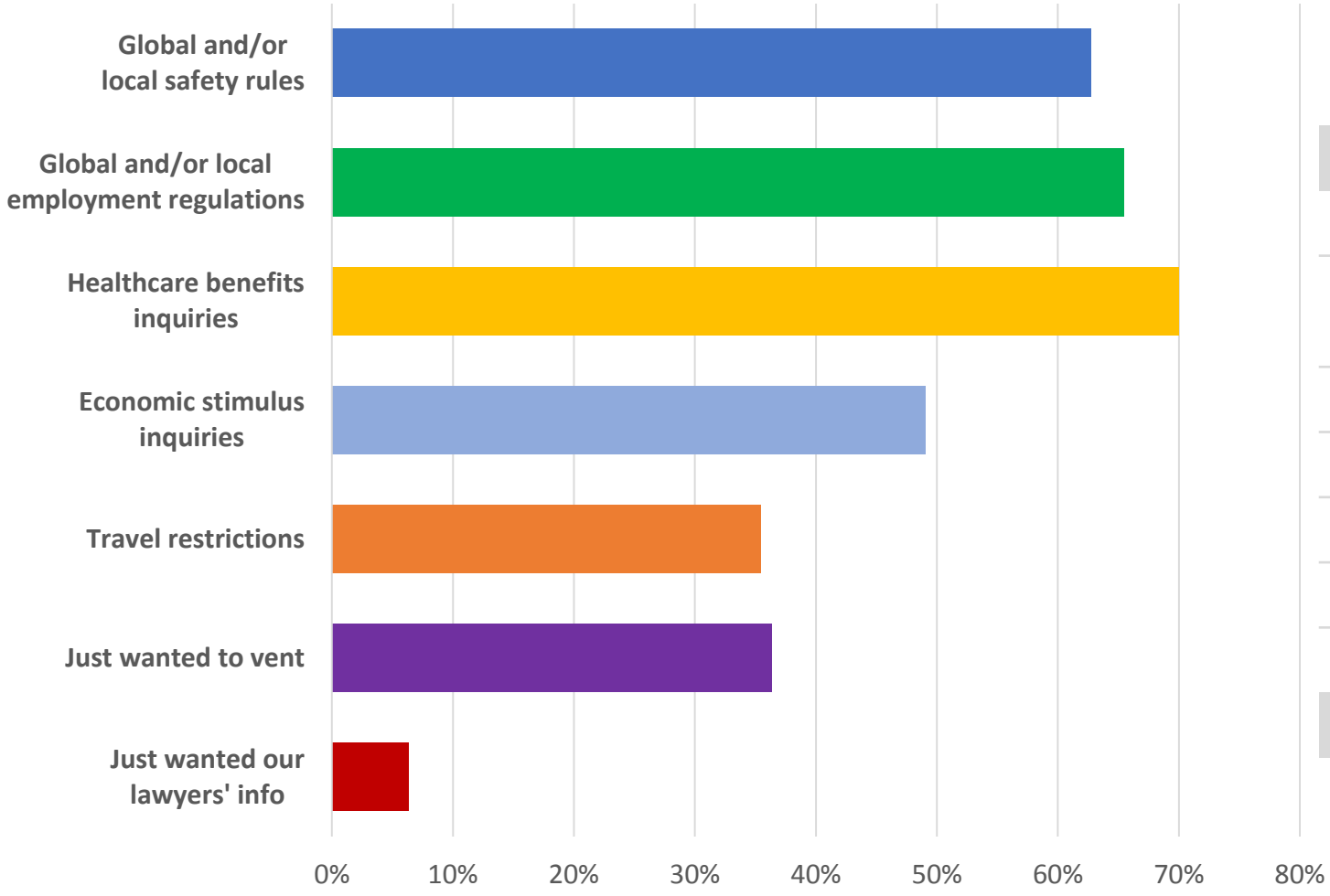
Q2 - What parameters does your government currently have in place for brokers to operate under?



ANSWER CHOICES	RESPONSES	
Employees may only work from home	18.02%	20
Most employees work from home, but some employees work in your office	80.18%	89
All employees are working in your office	1.80%	2
TOTAL		111

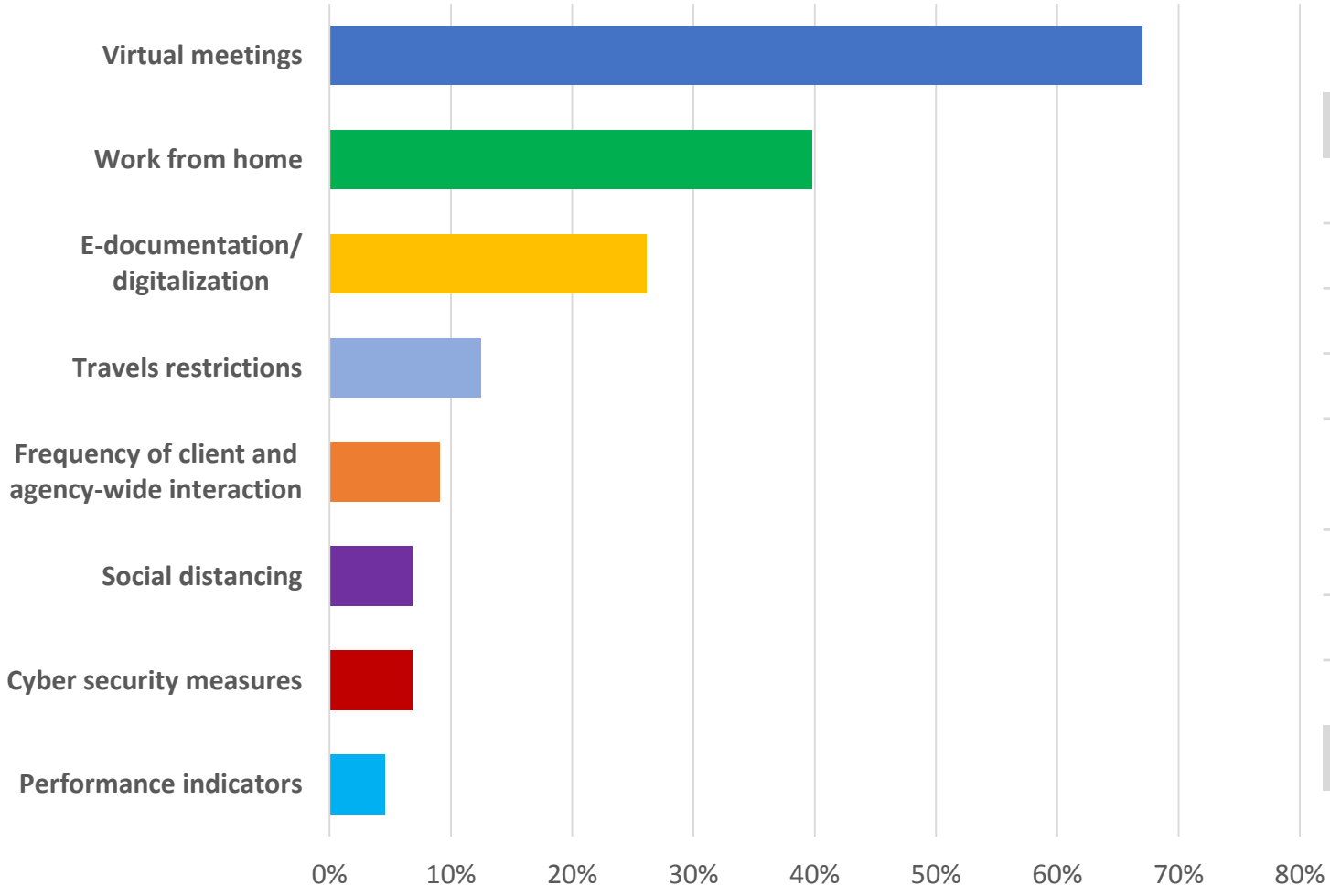
THE COUNCIL

Q3 - What advice have your clients sought during the pandemic? Check all those that are applicable.



ANSWER CHOICES	RESPONSES	
Global and/or local safety rules	62.73%	69
Global and/or local employment regulations	65.45%	72
Healthcare benefits inquiries	70.00%	77
Economic stimulus inquiries	49.09%	54
Travel restrictions	35.45%	39
Just wanted to vent	36.36%	40
Just wanted our lawyers' info	6.36%	7
TOTAL		110

Q4 - Which practices have you adopted while working remotely that you or your company will continue after returning to work?



ANSWER CHOICES	RESPONSES	
Virtual meetings	67.05%	59
Work from home	39.77%	35
E-documentation/digitalization	26.14%	23
Travel restrictions	12.50%	11
Frequency of client and agency-wide interactions	9.09%	8
Social distancing	6.82%	6
Cyber security measures	6.82%	6
Performance indicators	4.55%	4
TOTAL		88