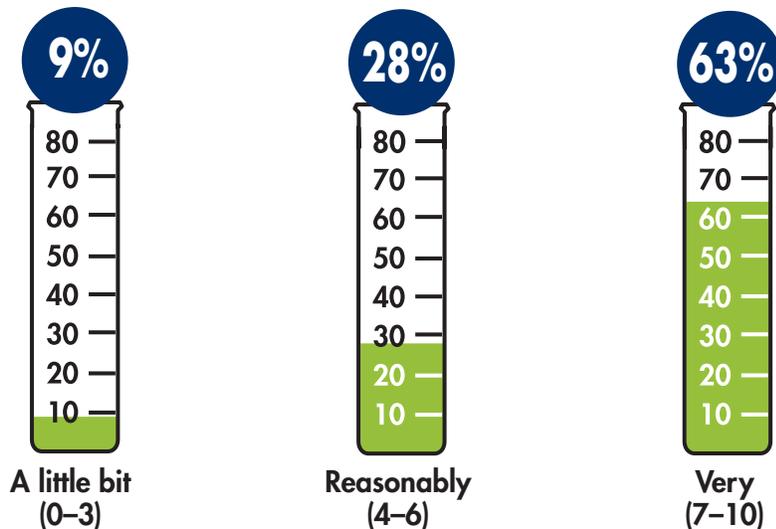


Coronavirus (COVID-19): Insurance Agent Pulse

The coronavirus pandemic has created a new working reality. LIMRA asked insurance agents how they are adapting to this rapidly evolving environment in relation to communicating with clients, client concerns, and office procedures.

On a scale of 1 to 10, currently how disruptive is the coronavirus situation to your practice?



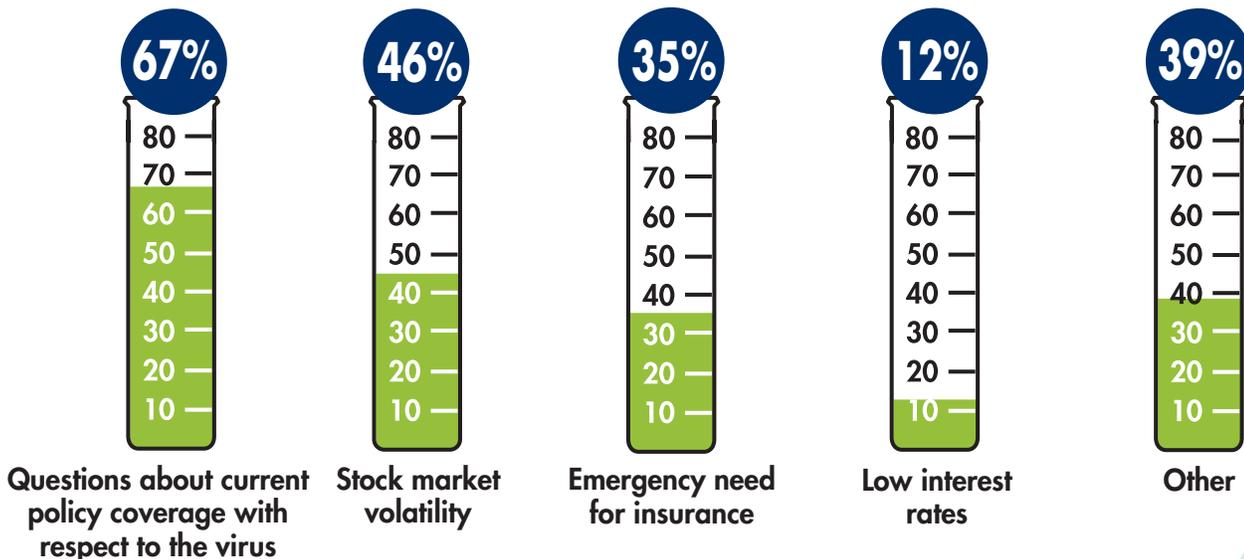
Has the way you communicate with your clients changed in light of coronavirus?



Has the frequency with which you communicate with your clients changed in light of coronavirus?



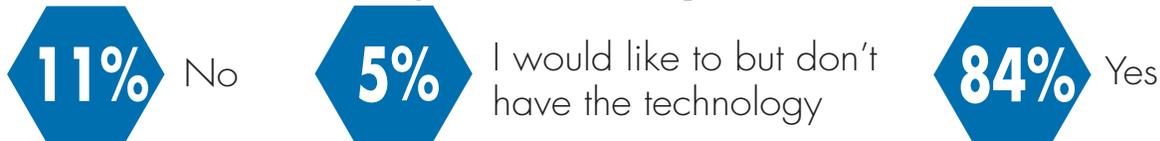
Top two concerns that agents are hearing from clients



Have you put any restrictions on individuals who have access to your office? *Select all that apply*



Have you implemented any alternative work arrangements for your staff?



Methodology

LIMRA surveyed 332 life licensed insurance agents from March 30 – April 3, 2020 to get a pulse on how the coronavirus pandemic is impacting their practice. Ninety-three percent of respondents also held health insurance licenses and 50 percent held property and casualty insurance licenses. Eleven percent of respondents had appointments with a single carrier, while 66 percent were appointed with multiple carriers. The remaining respondents did not provide information about their carrier appointments. Respondents were from 46 different U.S. states and represented more than 130 different carriers.

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