



Typically, I don't communicate with policyholders through a mass email. But given the toll coronavirus is taking on all your lives, I wanted to reach out to all of you personally.

As the CEO of Texas Medical Liability Trust, it has been my greatest honor to serve and protect the physicians of Texas and beyond. And now, at perhaps the medical community's greatest hour of need in a generation, I pledge my full support and the personal support of TMLT's employees to provide service and assistance in any way we can.

As part of this commitment, we have taken the following steps to assist you during the COVID-19 crisis.

1. We are extending our business hours, as we know you are being stretched and challenged well beyond traditional work hours. We will now have staff available to take your calls from 8 a.m. to 8 p.m. at 800-580-8658.

If calling after 8 p.m., please follow the telephone prompts to report a claim, ask a risk management question, or ask a question about your account.

2. We will not cancel any policy for non-payment due to the challenges of COVID-19 emergency. We know that the executive order about elective surgeries and procedures is causing financial strain for many practices, and we will be flexible in finding a solution to help you through this difficult time. If you expect your premium payment will be delayed, please contact us as soon as possible.

In addition, if you have temporarily closed your practice because of the COVID-19 crisis, please contact us. You may be able to change your status to a "leave of absence" or "part time basis," depending on your situation. This change could assist in reducing your premium during the time when you are unable to practice.

3. We've developed an [authoritative list of COVID-19 practice resources](#), including FAQs, risk alerts, and updates from regulatory agencies. As the COVID-19 situation changes, we'll be updating our resources to provide you with the latest guidance.
4. Your TMLT coverage will continue to protect you through the COVID-19 crisis and beyond. If you receive a claim or a TMB notice during this period, [TMLT stands ready to defend you](#).

This crisis is especially personal for us at TMLT, as we've worked with you, the people at the front lines of this crisis, for more than 40 years. We will continue our work to keep you and your patients safe as we navigate the difficult road ahead.

Sincerely,

Robert D. Donohoe, CPCU
President and Chief Executive Officer
Texas Medical Liability Trust

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