

COVID-19 Ops and Tech Response Plan

4 Guiding Principles for the Industry

- 1 Utilize e-Signature solution capabilities on all possible transactions
- 2 Move to a risk-based transaction supervision model in absence of an e-signature solution
- 3 Suspend Medallion Signature Guarantee (MSG) requirements
- 4 Adopt alternative means of delivery for policy and supporting documents

Overarching objective

Drive universal adoption of the guiding principles in a manner that ensures long-term usage beyond the duration of social distancing measures