



COVID-19
IMPORTANT
INFORMATION



Employee Protection and Support

- Providing up to three weeks emergency pay if they are unable to work at home
- Implementing social distancing protocols, closing onsite fitness centers, café dining areas and café self-service lines. Onsite clinics remain open.
- Restricting all international and domestic business travel
- Increasing cleaning measures in all facilities
- Closing financial centers and the Bank lobby in San Antonio until further notice
- USAA medical plan participants who use network providers will not have to pay any out-of-pocket expenses for testing, diagnosis and prescribed medication for COVID-19. Deductibles and coinsurance will be waived for COVID-19 doctor visits and treatments



Member Support

- Wide range of digital and mobile solutions
- Special payment arrangements on auto and property insurance premiums and waived late fees
- Special payment arrangements on life and health insurance policies
- Waived and/or reimbursed deductibles or co-payments for Coronavirus-related testing for members who have [USAA Medicare supplement plans](#)
- Special programs for consumer loans and credit cards



Community Investment

- Committed \$2 million in nonprofits across the country responding to the coronavirus pandemic
 - \$1 million to nonprofits in San Antonio
 - \$1 million in total invested in USAA campus communities with nonprofits in Tampa, Phoenix, Colorado Springs, Chesapeake, and Dallas/Ft. Worth



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USAA Updates

- **66% of employees are working from home (WFH) or on leave.**
- **Aim to have all employees who can WFH by March 27.**
- **Employees given 3 weeks emergency paid leave if they can't work due to COVID-19 issues.**
- **Invested \$2 million in nonprofits to support USAA campus communities.**

San Antonio Updates

- **19,400 total employees**
- **Since February, reduced onsite campus traffic by 78%.**