



## Important Update from First Protective

### Our Response to the EMSI Closure

First Protective learned that EMSI, a paramed vendor, unexpectedly closed their operations on July 3, 2020 because of low service volume due to the COVID-19 pandemic.

Since receiving this unexpected notification, we have been actively working to develop contingency plans and ensure minimal disruption to your business. We are moving any cases that were pending orders at EMSI, as well as new business, to alternative vendors. We're also working with our carriers who coordinate paramedical exam orders to ensure a smooth transition.

We remain committed to you and are confident we have the right alternative solutions in place to help continue moving your business forward.

We will provide any future updates about this situation in our weekly newsletter and don't hesitate to connect with your case manager if you have questions on your pending cases.

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