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How USAA is Responding to Concerns about Coronavirus (COVID-19)



USAA
Community Manager



39,574 Views

yesterday

USAA has been closely monitoring the spread of COVID-19 (coronavirus) and we want to assure you that USAA is prepared for a wide range of possible scenarios – focusing on the health and safety of our employees, while continuing to deliver excellent service to our members, as our top priorities.

Our public health emergency plan guides how we handle everything from flu season to pandemics. Under that plan, our Unified Command Center is working with leaders across USAA, including the USAA Medical Director, to take immediate steps to help protect employees from this potential threat and prepare for further actions.

What You Can Do

Related Community Conversations

USAA 2018 Report to Members

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USAA Testing Blockchain Solution

- Continue to leverage our convenient USAA mobile app, usaa.com website and award-winning support from representatives at 800-531-USAA (8722) for all your banking and insurance needs. We are here for you and will continue to deliver the exceptional service you expect and deserve.
- The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases.
- Visit the [Centers for Disease Control and Prevention \(CDC\)](#) website for the latest information on COVID-19.

What We're Doing

We're taking the following proactive steps to ensure the continued health and safety of our employees so that we can continue to serve members. We will continue to evaluate additional measures as needed.

- We're monitoring guidance from the Centers for Disease Control and Prevention and the World Health Organization. These agencies guide countries and businesses on any extra precautions to take. In the case of any widespread illness, USAA is well-prepared to implement plans to manage the needs of our employees and members.
- As a precautionary step, we have restricted international business travel and are asking employees who have travelled internationally or participated in a cruise to self-quarantine at home for 14 calendar days.
- In addition, we have cancelled employee participation in most offsite events and external training, regardless of location, through the end of April, and are asking teams to reschedule any meetings with more than 100 employees as virtual only.
- We also increased our cleaning measures in all facilities and are proactively educating and addressing questions from employees on steps they can take to protect themselves and their families.
- USAA is also closely monitoring impacts to the financial

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PCS (Permanent
Change of Station)
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market and will continue to provide our perspective on volatility in the marketplace. For our latest update, please refer to: <https://communities.usaa.com/t5/Market-Commentary/Market-Volatility-Update-Beware-the-Ides-of-March...>

NC-0320



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