

# Specialized Services for Hospitality Group



## Why Does Your Hospitality Group Need Specialty Services?

Your business provides efficient and quality service to families and individuals every day. Brightly Hospitality Group Protection Services allow you to run your business effectively while providing a positive customer experience and promoting a productive work environment for your employees. Our service offerings can be bundled to create a broader insurance protection package for your employees. We offer a full suite of comprehensive services to promote your business — from resources for your employees to chargeback advocacy and risk mitigation services for your hiring and business practices.

## What Speciality Services are Included?

### COVID-19 Services

This global pandemic has fundamentally changed operating models around the world. Our COVID-19 services help your hospitality employees adapt to this new normal with unbiased and vetted information resources that support businesses and families.

### FAMILY CAREGIVER SUPPORT SOLUTIONS

Employees are essential to keep your business running. But, caring for a family member often forces a choice between work and family, adding to stress. We help your hospitality employees, and their families adjust when a loved one needs care. We help them manage medical needs, keep track of finances, and manage stress.

### EMPLOYMENT PRACTICES LIABILITY SERVICES

An employment practices suit can be detrimental for any business and is faced by as many as 25% of businesses. Industries with short-term and minority employees are most common targets. An effective and compliant EEO policy is essential. We help you create one and educate employees about guidelines and compliant behavior.

### MERCHANT CHARGEBACK ADVOCACY

Your business depends on the overall satisfaction of your customers — and that can be jeopardized when a customer files a chargeback dispute resulting in lost revenues and lost time. Our Merchant Chargeback advocacy program becomes your partner, helping you dispute and resolve current issues and prevent future ones.

Credit Card Fraud By Industry



■ Hospitality ■ Other Industries