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COVID-19 UPDATE

As the COVID-19 pandemic continues to evolve, we would like to give you an update regarding American Modern's ability to serve you and your policyholders.

When we first shifted to a remote work model on March 16, 2020, we had to make some adjustments to our operating hours and phone availability. At that time, we asked our agency partners to use digital self-service options whenever possible, in an effort to keep phone lines open for policyholders who needed us.

We are happy to inform you that we are back to standard operating hours as well as full phone availability for all agents and policyholders. You can contact Customer Service anytime between 8:00 AM – 8:00 PM Monday – Friday. Our phone lines are open and ready to service you. In addition to using the phone, we have several digital service options available for you and your policyholders:

- Agents can continue to use Click to Chat, available on both modernLINK and AMsuite, for all servicing and questions for our staff.
- If your policyholders have questions about their bill, they can get answers via our Chatbot on www.amiq.com.
- Policyholders can make a payment online or over the phone. To make a payment, please advise them to go to amiq.com and select Make a Payment, or call 800-543-2644 and use our automated payment functionality.

We remain committed to providing the level of servicing you have come to expect from us and continue to stand by your side as your specialty insurance carrier of choice. We appreciate your business and wish you, your family, and your staff continued health during these critical and unprecedented times.

Best regards,

Kevin Morreale

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