



April 2, 2020

## *Main Street America Issues Tips for Commercial Insureds to Reduce Exposure to Losses During Temporary Business Closures*

As the COVID19 pandemic continues to present challenges to families, businesses and our communities across the nation, The Main Street America Group would like to support our valued commercial insureds who may face increased risks due to building vacancy caused by prolonged shutdowns. Our focus is to continue to support you and your customers during this time by addressing your concerns to keep properties safe and to ensure an easier reopening.

### **Loss Control Tips**

To help prevent a loss and reduce the chance of serious damage and costly repairs during a prolonged closure, we would like to share the attached tips from Sedgwick, Main Street America's partner for loss control services. We encourage you to discuss them with your customers.

### **Claims Customer Care Unit**

If an insured suffers a loss, please submit the claim to us so we can review the conditions of the loss. As with all claims, Main Street America investigates each one to make a determination. As a reminder, policyholders can report a claim 24/7 via phone, email, our website or by fax.

- ✓ (877) 425-2467
- ✓ [FNOL@msagroup.com](mailto:FNOL@msagroup.com)
- ✓ [www.msagroup.com/claims](http://www.msagroup.com/claims)
- ✓ (877) 282-3844 (Fax)

### **Customer Service**

Main Street America is open for business and is here to help. If you have a customer service inquiry that does not require immediate telephone assistance, please email us at [customer@msagroup.com](mailto:customer@msagroup.com). Otherwise, please call us at (877) 927-5672.

If you have any questions, please contact your Main Street America commercial lines underwriter or field representative. Thank you for your trust in continuing to place your insured's business with Main Street America.