

From: [Tracy Blumberg](#)
To: [Member Services](#)
Cc: [Marti Romaneck](#); [Teresa Tomsen](#)
Subject: MAPFRE Insurance Important Updates - COVID-19
Date: Wednesday, March 18, 2020 3:27:59 PM

Please add to PL weekly news. Thanks, Tracy



To Our Valued Producers,

I am writing to update you on the current state of MAPFRE operations, to provide information about our response to the COVID-19 (coronavirus) pandemic, and to ensure that we stay connected with you and our shared customers during this time.

We are pleased to report that our Business Continuity Plans have been successfully

activated. With 98% of MAPFRE employees working remotely, our team is available to provide the levels of service and support you need and expect.

You may continue to contact your assigned underwriter directly for new business, renewals, and coverage questions. Other key MAPFRE staff contact information is available under the Contacts link on the [Agency Resource Site](#) for each state.

To help protect the health and well-being of the community, and to ensure continued service excellence, we encourage you to use virtual communications (e.g., text/email, telephone, video, chat) with MAPFRE employees and our shared customers.

Customer Tips

We recommend letting your MAPFRE insureds know that self-service is available on the [MAPFRE Insurance website](#). Our website will provide faster and more convenient options than by phone.

Billing

Self-service payment options are also available on the [MAPFRE Insurance website](#), and account creation is not necessary. We recognize the financial hardship that this pandemic has created (or will create) for many. Our goal is to be as compassionate and understanding as possible during this global crisis. On an individual basis, MAPFRE will extend flexible payment options for our shared customers.

Report a New Claim

[Online claim reporting](#) is recommended; although filing claims by [phone](#) will remain available.

Update an Existing Claim

If a customer wishes to provide supporting documentation for an existing claim, the customer may utilize our [online form to upload files from their phone or computer](#).

ePICS® Digital Appraisal

ePICS® digital appraisal programs for drivable [autos](#) and minor [home](#) damage will eliminate the need for an in-person appraisal and expedite claim resolution. The assigned claims representative can assist the customer with downloading the ePICS® app and uploading damage photos.

In these challenging times, we are confident in our ability to provide stable service levels and caring support to our agents and customers for the duration of this unprecedented situation. We will get through this together.

Thank you for your continued partnership with MAPFRE Insurance.

Stay safe!

Sincerely,

Miguel Angel Coello Cetina

Senior Vice President

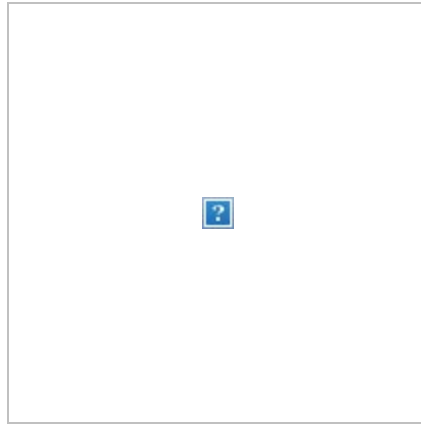
Western Region - MAPFRE Insurance

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