



## We're ready to help

We understand that a number of our shared customers will be affected by the spread of the coronavirus and we're prepared to help address unanticipated financial hardship they may be facing as a result.

**If you hear from any customers whose employment and income have been directly affected by this situation, please call us at 877-776-2436.** Our service representatives are ready to help with billing and payment issues, including the possible movement of billing due dates. Please be assured that we'll offer this same counsel and service if your customers call us directly, too.

Finally, as a reminder, please know that our dedicated agent and customer service teams are here 24/7, and keep in mind that your customers have access to their policy information any time through online servicing. Visit our [Contact Us page](#) for convenient contact information.

We believe this hiatus will be temporary and we'll continue to update you as the situation evolves. In the meantime, we encourage you to keep in touch with your agency associations for additional resources like the [Big I's coronavirus overview page](#).

Again, we're ready to help in any way we can—just call. Thank you for providing the personal care and guidance our customers have come to count on from trusted independent agents like you.

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