



## Agent Update

April 3, 2020

### We're in this together

In this challenging situation, we remain committed to our agents and doing everything we can to keep the lines of communication open. This is our first email digest, which will provide a summary of topical information to help you run your business, retain your customers and thrive during these challenging times.



#### COVID-19 Updates

We are continually making updates to our response to the COVID-19 virus to ensure we are taking care of our agents, customers and communities.

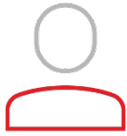
[Learn more »](#)



#### Billing, Service and Underwriting Updates

In response to the COVID-19 crisis, we have launched billing relief for our customers and adjusted some of our home and auto underwriting guidelines.

[Learn more »](#)



### Customer Communications

New *toolkit*Plus content is available to help you keep in touch with your customers on your social media channels and via email. Share relevant tips related to working remotely, home schooling, digital service options and more!

[Learn more »](#)

Remember to reach out to your Personal Insurance Sales Executive and to visit [Travelers For Agents](#) for all your business needs and the latest information on COVID-19.

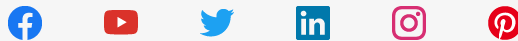
Thank you for your business and continued partnership as we work through this together.



Loree Toedman  
Field Sales Vice President



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