



COVID-19 Update: Merchants Insurance Group

Indium received this message from Merchants Insurance Group on Monday, March 16th:

Dear Agents,

The health of our agents, policyholders and colleagues is paramount to us. In light of the ongoing coronavirus situation, effective Tuesday, March 17 and extending until at least Monday, April 20, all Merchants Insurance Group offices will be implementing our emergency response plan where most colleagues will be working remotely.

We remain open for business, and our office will be staffed by certain essential colleagues so that necessary tasks that cannot be handled remotely will still be conducted (i.e. mailroom operations, etc.). Our Underwriters, Underwriter Assistants, Territory Managers, Regional Marketing Specialist and Regional Management will all be working remotely and will be easily accessible by email or phone to help you on a risk, or a situation on a current insured.

Merchants is aware of the seriousness of the current situation, but know that business must continue, and have implemented a number of further measures to ensure that you and your customers receive the same high level of service you have come to expect from us.

- To keep our agents updated, we will be posting information to our agents' portal. Please check there frequently for updates and further information.
- Please encourage policyholders to take advantage of our **"My Merchants"** policyholder dedicated portal, where they can access their policy, billing and claims information.

We realize that we are in an unprecedented situation, and we are working hard to keep everyone safe and healthy while still maintaining our excellent customer service and best business practices.

Please don't hesitate to contact any of your Merchants' representatives for further information.

For complete information on the coronavirus, please visit www.cdc.gov/coronavirus.

Thanks for your understanding, patience and cooperation. And, please be safe!

Sincerely,
Greg

Gregory T. Robinson, ARM, CIC
Regional Vice President – Western Region