

MID-ATLANTIC REGION

From the Desk of Matt Warye



Safeco® Agency Support Line

We are continually looking for ways to support our agents, customers and communities during the evolving COVID-19 situation. Recently Tyler Asher highlighted Safeco Agency Services supporting our waiving the late fees for any customer who is unable to make a payment on time due to COVID-19. I want to take this opportunity to further expand on the services provided by our Agency Support team.

Safeco's Agency Support connects you with professional and knowledgeable staff that can answer your questions about Safeco products, help troubleshoot software issues, discuss risk evaluation and more. Please review the phone prompt list below to connect you with the representative best suited to answer your question.

Agency Support can be reached at 1-877-566-6001

Assistance with billing and payments, reinstatements or commissions

- Billing, payments, reinstatements or commissions: 1-1

Assistance with a quote, policy change, cancellation or to reorder policy documents

- Auto ID cards or a copy of a policy: 1-2-1
- Other policy-related questions: 1-2-2

Questions about Safeco products and Safeco Now

- Product questions, help with Safeco Now: 1-3

Report or discuss a claim

- Discuss an existing claim: 1-5-1
- Report a new claim: 1-5-2
- Calls not related to a specific claim: 1-5-3

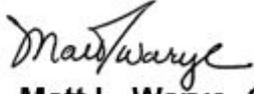
Technical support and passwords

- Safeco systems availability: 1-6-1
- Security Profile Manager registration assistance: 1-6-2
- Technical hardware, software configuration or password support: 1-6-3

Recently our Mid-Atlantic Region Agency Council asked us to clarify how to reach Safeco Underwriting. Our underwriters can also be reached via the Agency Support line:

- Auto, property, umbrella and earthquake: 1-4-1
- Specialty policies including motorcycle, boat, classic car, or motorhome: 1-4-2

**For more information, please contact your
Liberty Mutual Territory Manager!**



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This email was sent to: tmetzger@goindium.com

**This email message contains information regarding products and services offered by
Liberty Mutual Insurance Company.**

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