

Dear (insured),

Together with the member companies of the Utica National Insurance Group, our agency is committed to offering you support during this turbulent time. We are collectively concerned about your health and safety, and are here to help you feel secure. Here's some information and resources we hope you find helpful.

What do I need to know about Coronavirus (COVID-19)?

Information changes quickly throughout each day. The [Centers for Disease Control and Prevention \(CDC\)](#) offers the latest facts, figures, tips and updates.

What type of products should I stock up on?

A good rule of thumb is to have 2 weeks of supplies on hand, including food, water, medication and toiletries. Find out more from the ready.gov website [here](#). Remember that you'll need supplies for your pets, too.

The Federal Emergency Management Agency (FEMA) also offers information on [building a supplies kit for your family](#).

Should I limit my travel?

Travel during the pandemic should be carefully considered. Your employer might also institute travel restrictions related to your job. Visit the Centers for Disease Control and Prevention (CDC) [Coronavirus and Travel in the United States](#) and [Travel: Frequently Asked Questions and Answers](#) webpages for useful tips.

As our communities react to the changes being implemented to contain the spread of COVID-19, many employers are asking their staff to work from home. Please consider the following:

How do I work from home if my employer chooses that as our course of action?

Working from home can be quite different than working in an office. Make sure you have the right equipment and a designated work area. Stick to your usual work routine so you can be as productive as possible. Take time to get up from your desk to stretch and eat regular meals, too.

[Make sure your household is ready](#), in case COVID-19 breaks out in your community.

Plus, Utica National has a Customer Care Portal that you can use 24/7/365! You can:

- set-up your personal profile and preferences, such as text/email messaging and alerts;
- access your policy documents and ID cards;
- get a snapshot of billing activity with the option to make online payments;
- manage your payment methods and payment plans;
- choose paperless billing and receive electronic alerts about payments and due dates;
- report claims online; and
- view claims information and the status of existing claims.

It's easy to register. All it takes is a policy number and a ZIP code to get started [HERE](#).

We're here for you!

***You're a valued customer and we are committed to help you throughout this time.
Please reach out if there is additional information or help we can provide.***