



Dear Glavinsured Customer,

In light of our country's current situation, we have decided to take action in helping mitigate the spread of the Coronavirus (COVID-19). Starting Monday, March 23<sup>rd</sup> Glavinsured Agency will be open, but closed to in person traffic. If a situation arises where you need to come in or meet with an agent, you may do so by scheduling an appointment. If you need to drop off a payment, paperwork or any other documents, please do so by using our drop box service. We check this daily. As always, we are available by phone, email and via our website.

To protect the health of our employees, our clients and our community, we will be working remotely from home and conducting business as normal 8 a.m.-5 p.m. Monday through Friday. Your calls, requests and needs will be handled like usual, as effectively and efficiently as possible.

We are happy to report that over the past decade, Glavinsured made substantial financial investments in our phone systems, computers, networks and website as well as researched and implemented high level security and encryption software. We did this so that in the event of the unforeseen, we would be prepared to work and service your needs anywhere. We are happy to report that we are. You should see little to no implications in servicing, business or claims from our agency. We can issue any new insurance needs electronically or via the postal service if you prefer and can once again schedule appointments if you have been in good health, not been in contact with any known COVID-19 cases and your agent as well.

It is our goal to maintain the highest level of service during this time. We apologize if this creates an inconvenience for any of you. If you have any questions about the content above please, don't hesitate to call our direct line at 608-565-7800, email us at [info@glavinsured.com](mailto:info@glavinsured.com) or fill out our contact form at [www.glavinsured.com](http://www.glavinsured.com). As some of you are already aware, we implemented 24/7 urgent and emergency claim services with our phone system if you need us outside of normal business hours.

Thank you as always for your trust, business and loyalty. It is greatly appreciated and valued. It is thanks to you, that we are a proud 3<sup>rd</sup> generation family owned and operated business.

Stay safe, stay healthy and stay positive. This too shall pass.

Have a blessed day,

A handwritten signature in black ink, appearing to read "David J. Glavin", written over a horizontal line.

**David J. Glavin, CIC | Partner**