



# Eagle Point Mutual Insurance Co.

*Your Symbol of Protection*

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Chippewa Falls, WI 54729

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## BULLETIN

March 19<sup>th</sup>, 2020

To: All Agents

RE: COVID-19 Pandemic

Eagle Point Mutual has developed a response plan to the outbreak of COVID-19. In order to protect both our policyholders and staff, we have chosen to limit the staff in our office and minimize the walk-in traffic starting on Monday, March 16<sup>th</sup> through Thursday, April 9<sup>th</sup>. The office will be closed on April 10<sup>th</sup> for Good Friday and we plan to resume normal business operations on Monday, April 13<sup>th</sup>.

We want to assure you that we will continue servicing both you and our policyholders during this rapidly changing event.

The office will be open from 8 am – 4 pm daily and we will have one employee at the office each day during the week. The rest of the staff will work from home.

During this time, please be sure to submit all changes through the dashboard.

While we work from home you can contact us by our normal work emails or cell phones.

Gary Krumenauer	715-214-5139
Chanson Risler	715-214-9698
Ron Staples	715-507-0901
Jen Jensen	715-579-1648

In order to provide some flexibility to our insureds during this trying time we will delay sending out any cancellations for an additional 7 days after their due date during this period. We will also waive any reinstatement fees and if any insured has any payment difficulties or questions they can call us and we will be as accommodating as possible.

Thank you for representing Eagle Point Mutual and for your understanding during these unusual circumstances.

If you have any questions or concerns, please feel free to contact us.

Bulletin # 20-02

*Established 1879*

*www.eaglepointmutual.com*