



Keeping you updated on our Coronavirus (COVID-19) response plan:

As you are aware, the Coronavirus is having an unprecedented impact on business and society. Our thoughts and prayers are with all those impacted by the situation. Our first priority is the health and safety of our employees and their families.

Our staff has begun working remotely and our offices are temporarily closed. We want to reassure you that we are committed to supporting you and your business with our agency during this time.

We are still here for you! Our phones are still up and running. When you call our office you will just need to select the extension of the person you need to reach. Please have patience with us during this time. If you are unable to reach one of our employees please leave a voicemail and your call will be returned as quickly as possible. Also, please do not hesitate to communicate via email if that is easier. Visit our website at hrminsurance.com and click on the "INFO" tab and follow "About us" to find a full list of our staff and respective emails.

If you have a claim to report or have billing questions, please contact your insurance company directly. See the contact info below:

| | | |
|------------------------------|---------|--------------|
| Cincinnati Insurance Company | Billing | 800-364-3400 |
| | Claims | 877-242-2544 |
| QBE / Arrowhead | Billing | 608-837-4440 |
| | Claims | 844-723-2524 |
| Progressive | Billing | 800-876-5581 |
| | Claims | 800-876-5581 |
| Safeco | Billing | 800-332-3226 |
| | Claims | 800-332-3226 |
| West Bend Insurance Co | Billing | 800-236-5002 |
| | Claims | 877-922-5246 |
| Western Reserve Group | Billing | 800-362-0426 |
| | Claims | 800-362-0426 |

We appreciate your understanding and cooperation during these difficult times. We will continue to provide additional updates in the coming days and weeks via email, our website and/or social media. We wish you all good health!

-HRM Insurance Services, Inc.