



PRIME
INSURANCE AGENCY, LTD
FIRST IN QUALITY

To All Our Valued Clients

As we all attempt to navigate through these uncertain times dealing with this COVID-19 Pandemic, we wanted to take a moment to reach out to you directly. All of us at Prime Insurance Agency hope that you and your loved ones are healthy and safe.

This Pandemic has certainly had a dramatic impact on all of us. We have all had to take extreme steps for the health and well-being of our shared communities. Our hearts go out to those diagnosed with the virus, to whom we extend our heartfelt wishes for a full recovery, and to the individuals, families and businesses affected by this. We also are extending our deepest gratitude to all of those Doctors, Nurses, health care professionals and everyone on the front lines for their tireless life saving work. They are the ones setting an example for the rest of us to inspire to.

We appreciate your continued support and patience as we work diligently to ensure that we make the best decisions to protect your health and safety besides our own. Since we are listed as an essential business, we **are** currently open with our regular hours of operation until further notice. If there is a need to come into the office, please be aware that we are using precautionary measures and social distancing practices. The preferred method of contacting us would simply be the telephone. Any changes, endorsements, payments, quotes, claims, can all be done by calling us via the telephone. If there is an emergency claim for example, the claims phone number would be on the back of your ID card or on your policy declaration page. Most all companies have 24-hour claims reporting by telephone or by going online to that company. As always, feel free to reach out to us with any questions or concerns regarding your insurance needs.

All of us here at Prime Insurance Agency are grateful for your trust and understanding during this most difficult time for our country. In the midst of this uncertainty, I am confident that we will get through this challenging time together. Please do all you can to stay healthy, adhere to social distancing, and follow the guidelines outlined by the CDC and the government. Take care of yourselves and your loved ones.

Sincerely,

James D Surles

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