



# MAPFRE | INSURANCE®

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To Our Valued Agents,

Your health and well-being, and that of our employees, is of paramount importance to us at MAPFRE Insurance. Given the unprecedented situation that we find ourselves in, and after significant consideration by our leadership team, I am writing to inform you of some of the actions that we are taking in response to the impact of the Coronavirus.

To reduce instances of interaction, and out of an abundance of caution, we are asking our Business Development Representatives to temporarily suspend agency visits. We are taking this action for your benefit and the benefit of our Business Development team.

You should expect to receive the same frequency and depth of interactions, but in an electronic or telephonic form. We will be enabled with conference lines for group interaction, and if necessary, video conferencing. Our goal is to continue to work with you and your teams to maintain as much communication as would otherwise be expected if your Business Development Representative was calling upon your agency in person. We want to continue to do everything possible, notwithstanding these difficult circumstances, to continue to grow our businesses together.

We are available to address any concerns you may have regarding interactions with your Business Development Representative, or MAPFRE employees in general. Please contact me directly, or any member of the Business Development team, with questions.

Please know that we will continue to be here for you, and for our shared customers, throughout the duration of this extraordinary event.

Thank you for your understanding and continued partnership with MAPFRE Insurance.

Sincerely,

**Andrew J. Drayer**  
Assistant Vice President  
Business Development - Northeast Region

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