



MAPFRE | **INSURANCE**[®]

Dear Valued Agents,

We are here to work with you and help our shared customers navigate through the many challenges associated with the spread of the COVID-19 virus.

Following the [communication you received from us on March 18, 2020](#), we are sharing with you a [policyholder communication](#) that will be sent out today by our CEO, Alfredo Castelo.

MAPFRE remains committed to helping our shared policyholders who may be facing financial difficulties as a result of the COVID-19 pandemic. We are asking policyholders who are having, or might have, difficulty making a premium payment to contact us directly to discuss how we can help.

Along with our [self-service options](#), our customer service team can be reached at 1-800-922-8276, Monday through Friday, 8 a.m. to 8 p.m. EDT. Additionally, your Business Development Representative is available and happy to answer any questions you may have.

Thank you for your continued partnership with MAPFRE Insurance, and for working together through this difficult time.

Sincerely,

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

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