



Dear Agency Partners:

We hope this message reaches you safe and healthy. While you are taking precautions to protect your family, business and personal health, we have taken extra measures to limit the disruption to your agency's NatGen Premier regular activities.

We will be making the following adjustments effective immediately:

- Billing
  - If you have customers who are being financially impacted by the COVID-19 outbreak, please have them contact our customer service department at 1-844-287-2237.
  - Our service team will make every effort to apply reasonable flexibility and find creative solutions to keep your affected insureds' coverage in force.
- Home Inspections
  - Interior home inspections have been temporarily suspended and alternative underwriting processes are in place. Please contact your designated underwriter to determine which process will best serve your insured and their situation.
  - Exterior inspections will continue to occur unless we otherwise notify you.
- Vehicle Inspections (NY Premier & Adirondack Only)
  - We have temporarily suspended the regulation 79 inspection requirement. We will be sure to inform you of alternative and follow up procedures as we get more instruction from the state of New York.

We are proud to have the technology and equipment that allows us to provide remote work options to the majority of our Premier team members. We are prepared to continue offering the same levels of service, understanding, and compassion that you have come to know from our company. Since this situation is fluid, phone wait times may vary on occasion, but know we will continuously focus on providing you the experience you deserve as a partner of NatGen Premier.

Thank you and stay safe!

[NatGenPremier.com](http://NatGenPremier.com)

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