



CT, MA, NH, PA, NJ

Temporary Changes as a result of COVID-19

As our business continues to adapt to the effects of COVID-19, we are committed to being flexible with how we support our agents and customers. We will be making several accommodations to our claims-related processes and inspection requirements:

Auto Updates

- Claims Processes – we have several self-service tools that make it easy – and safe – for your customers to handle auto claims without requiring any in-person interaction:
 - [Online Claim Reporting](#) – report a claim from anywhere, anytime and on any device.
 - CarPicsSM – customers can snap photos of their vehicle and send them to a claims representative in just a few minutes – eliminating the need to schedule an appraisal. CarPics also has real-time payment capability, delivering payment directly into a customer's checking account.
 - Text us directly – customers can arrange nearly all aspects of the claims process through convenient text messaging directly with a Plymouth Rock claims representative.

Homeowners Updates

- Claims Processes – we are offering remote inspections on all claims except those for which an onsite assessment is necessary, such as fire claims or other large losses.
- Home Inspections – while our standard underwriting inspection is exterior only, there are cases where an interior inspection is required. For those cases, customers will have the option to request an exterior-only inspection should they prefer not to have an inspector in their home. We will be flexible regarding eligibility for customers declining an interior inspection.

Field Staff and Customer Safety

All field staff has been instructed to follow COVID-19 interaction guidelines, including social distancing, hand washing, and extra cleaning and sterilization of all personal items. Anyone experiencing any symptoms of the disease or with known exposure to COVID-19 has been required to stay home.

We will continue to monitor this situation closely and will make further adjustments as necessary. If you have questions, please feel free to contact your Marketing Representative. Thank you for your continued support.



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