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# State Auto AgentInTouch

State Auto Connect | Marketing Portal



Hello, Agency Partner:

We hope all is well with you, your loved ones and colleagues. As we all try to navigate the ever-changing challenges resulting from the COVID-19 outbreak, we want you to know that we're here to support you and our mutual customers.

## Doing Business Online

As a digital company, State Auto is ready to help you manage your business and the needs of your customers from any location at any time. Through our State Auto Connect platform, you can quote, bind and issue many policies, as well as make changes.

Through our Customer Connect portal, policyholders can:

- eSign documents
- Manage their billing account
- Access their policy documents, including auto ID cards

With our new self-guided, property inspection app for homeowners' policies, customers can also conduct and submit their inspection safely and conveniently from a mobile device — no need for an inspector to come to their home.

## Claims Resources

Our online claims process makes it easy for customers to file a claim, including for glass replacement, 24 hours a day, 7 days a week.

We also offer quick, easy and virtual ways for customers to submit photos for an estimate of their auto or property damages. Customers receive a link that seamlessly walks them through the process. This new technology ensures all necessary photos are captured to complete an estimate.

In terms of how our policies will respond to COVID-19, because every claim is unique with its own set of facts, we'll make determinations based on actual individual situations, not hypotheticals.

In order for us to determine the potential for coverage, an actual claim report should be filed. A dedicated team of associates is assembled to investigate each and every claim

related to COVID-19 on its own merit.

### Customer Hardship

We understand that many of our customers may experience financial hardship due to COVID-19. If you hear from customers whose employment or income has been impacted, please call our Customer Service team at 833-724-3577.

### We're Here When You Need Us

The health and well-being of our associates is always our top priority. With that said, many associates are now working remotely. No matter their work location, we have the ability to continue to provide exceptional service to you, our policyholders and claimants.

Working together, we can continue to support our mutual customers responsively and safely through this unprecedented situation. Thank you for being a valued State Auto partner.

Stay safe and take care.

Best,



Mike

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Learn more about our [digital capabilities](#) for agents and customers.

#### For more information about COVID-19:

Monitor the [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\)](#) websites for the latest updates.



Have questions?

Visit [SAHelps.com](https://www.stateauto.com/sahelps) or the [Connect Marketing Site](#).

Start an email or chat from SAHelps or call us at 833-SAHelps (833-724-3577)



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<https://view.comm.stateauto.com/?qs=1487b9fe24e9f34b3dc0521233949e103a42902d3a1f038458389e8248c6f2704a6438152952b9fcf...>

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