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Welcome to your weekly Wednesday update from MAIA.

Coronavirus

Registry News: Springfield B2B Service Moving to Chicopee

Due to the evolving situation with COVID-19 (coronavirus) and in an effort to continue protecting RMV staff, customers, and business partners, the RMV is moving B2B service for Western Massachusetts to the Chicopee RMV Service Center, effective Monday, May 18. [READ MORE](#)

Registry News: Registration Renewals & Reactivations for Secondary Vehicles

Renewals and reactivations for secondary vehicles such as campers, trailers, and motorcycles are considered non-essential transactions, and cannot be processed in person at RMV Service Centers. If you have a customer who needs to complete one of these transactions, please review the information in this post to see how you can assist them. A downloadable and printable instruction sheet is included. [READ MORE](#)



Tech Talk: Will This COVID-19 Good Deed Hurt Your Customer?

By Irene Morrill, CPCU, CIC, ARM, CRM, LIA, CRIS, CPIW

So, as we watch TV, we see various commercials and news features of how some of us are “rising” to the occasion to help one another through this pandemic. It is always great to feel good about fellow Americans in a time of crisis. I know that a lot of you agents are doing **exceptional** things for your customers and for the community these days (and all the time). Wouldn't it be “awesome” if the consumer knew “we are the good guys”? (Or, at least ...YOU are the good guys – I live vicariously through you). [READ MORE](#)



Reopening Guidelines & Safety Standards for Massachusetts

This week, Governor Baker released a phased approach for reopening the Massachusetts economy. As ‘essential’ businesses, insurance agencies have been allowed to remain open as long as they adhere to Massachusetts’ mandatory safety standards for workplaces, including social distancing measures. Nevertheless, many agencies have chosen to close their physical premises and limit customer contact. MAIA continues to gather information on protocols and best practices to help our members manage risks when agency operations resume, but many questions remain. [READ MORE](#)

Catch Up on CE from Home!



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Government Relations



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MAIA members have access to 4+ WC options for the voluntary market through Number One! [CLICK HERE](#) to learn more, or contact Michelle at mstangelo@massagent.com or 508-634-7364.




We're here for you, as always. COVID-19 has been tough on small businesses. Many are temporarily closed. Others are operating under new rules, with unusual workers' comp exposures. MAIA's Number One Agency is here to help you find the right coverage to manage your clients' risks in these unprecedented times. No volume commitments. Competitive commissions.

Auto Services	Fitness Centers	Nail Salons
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Daycares & Preschools	Healthcare Offices	Restaurants
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Workers' comp is just one of the specialty markets Number One Insurance Agency can help you with. Visit massagent.com/client-coverage

Member News

Keep Us Up to Date on the Good You Do!

We know that insurance agents are some of the everyday heroes out there! We want to hear your stories on how you've been helping out your customers in the midst of this pandemic. Let us know about the Good You Do! [HERE](#)



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Nationwide commercial lines products now in Massachusetts!

We understand it's a difficult business environment today with Covid-19, but we still want to share this good news with you. Massachusetts now has new commercial lines products along with new commercial lines quoting and policy administrative systems!

We now offer Nationwide businessowners, business auto, worker's compensation, general liability and umbrella products for new business written in MA. If you are currently appointed with Nationwide/Harleysville, please join us for training sessions. If you are not currently appointed with us, feel free to contact us for more information on a Nationwide appointment. Contact us at [Nationwide](#).



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MEMBER QUICKLINKS:

[MAIA COVID-19 Resource Page](#)
[Big "I" COVID-19 Resource Page](#)
[RMV COVID-19 Resource Page](#)
[Education Schedule](#)
[Number One–Agents' E&O](#)
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