

Daily News
Volume 1.1
March 24, 2020

COVID 19 UPDATE

Dear Client,

In keeping with current standards to best protect our team members, Paolino Insurance Agency Inc. shifted to a virtual office environment effective 8:00 am March 16, 2020 until further notice. The firm has taken the necessary preparation as to deliver uninterrupted service to our clientele. Our hours of operation remain Monday through Friday 8:30 am to 4:30 pm. Our complete team remains available to manage the insurance risks for our clients throughout this difficult time.

Clientele may continue to contact our office through usual modes. The firm's website includes a full team member directory complete with email addresses. Our phone system now provides a more direct route to your desired contact. Paolino Insurance Agency Inc. will continue to update our website as well as social media outlets with the latest information, alerts, and notices. We encourage all clients to follow the firm across the various platforms:

- Website: PaolinoInsurance.com
- LinkedIn: Paolino Insurance Agency Inc.
- Twitter: [@PaolinoInsure](https://twitter.com/PaolinoInsure)
- Facebook: [@PaolinoInsure](https://www.facebook.com/PaolinoInsure)
- Instagram: [@PaolinoInsure](https://www.instagram.com/PaolinoInsure)

In the interim, we acknowledge that policyholders are seeking insurance management counselling. Accordingly, we have prepared the following:

- **Best Practices for COVID 19 Response**
Currently, our firm believes that it is vitally important to allow for the government and public health organizations to dictate protocol, procedures, and the distribution of pertinent news. Please refer to the CDC, Federal, State, and Local government agencies for the best-recommended practices.
- **Coverage for COVID 19 Related Events**
All coverage is unique to the insuring company and client. For specific insurance program, related matters please contact our office to speak with an insurance management professional.
- **Billing Accommodations**
Insurance carriers are making billing accommodations. Each company continues to monitor the fluid nature of the COVID 19 Pandemic and continues to modify billing procedures accordingly. Please either contact Paolino Insurance Agency Inc. for the most up to date information regarding your insurance program.

We have diligently prepared to remain fully active during times of natural disaster and other challenging events; as it is imperative that we manage your insurance programs without interruption. We wish our clients health and safety during this trying period.

Sincerely,

A handwritten signature in cursive script that reads "G. Paolino, Jr.".

Gregory A Paolino, Jr.

President

Paolino Insurance Agency Inc. is a privately held boutique insurance management firm. Demonstrating the core values of stability, integrity, and strength, Paolino Insurance facilitates clients with all aspects of their insurance needs. We are a team of insurance executives who make it our business to ensure your assets are protected.