

HARFORD MUTUAL

INSURING OPPORTUNITY[®]

3/18/2020

Harford Mutual is closely monitoring COVID-19 developments and recommended actions coming from local, state, and federal government agencies like the CDC. Our primary focus is on protecting the health of our employees and doing our part to prevent further spread of the virus in the communities we serve. At the same time, we must ensure that we are available to our agency partners and policyholders to provide the level of service you are accustomed to.


We have enacted our Pandemic Response Plan which outlines five severity levels with appropriate actions and protections implemented for each level. We are currently at severity level three, local exposure (state/county). Customers are not permitted to visit either of our facilities in Bel Air, MD or Fort Mill, SC. All agency and insured visitation is suspended until further notice, and only essential business travel is allowed.

We have equipped our employees to work seamlessly from home and have asked them to do so for the next two weeks with only limited essential employees working from our offices. Again, this will not negatively impact service levels to you or our insureds as our team is equipped to provide the same level of support regardless of whether they are located in one of our offices or working remotely. Staff contact information is available on our agency portal but all team members can be reached via the same phone number and email address you're currently using.

We appreciate your cooperation as we all work through this to ensure we keep our employees, our agents, and our families safe and healthy.

Thank you for your partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey S. Rink". The signature is fluid and cursive, with a large initial "J" and "R".

Jeffrey Rink
Senior Vice President