

Message from Pete Irilli to Personal Lines

DATE: March 24, 2020

Hi Everyone!

I hope this message finds you and your family safe and healthy.

I know this is a BIG understatement but things are certainly unsettled right now and like me, you are probably wondering where this situation with the virus is going. We all worry about our family and friends and want to do everything we can to protect them.

As you have heard us say several times, the situation and our decisions are “fluid”. We continue to assess the developments as they come and make the best decisions we can, based upon the information that is available.

I would like to thank you all for your hard work and dedication to continue supporting our Policyholders. COVID-19 has impacted us all, at work and at home.

We are committed to working with you to balance the needs of work and family. The flexibility you have already demonstrated to help us meet critical business needs is noticed and greatly appreciated. Thank you!

Communication will play a critical role in our efforts to successfully operate in our current remote work environment. As such, the PL management team will meet daily to review the latest updates. We are committed to keeping you all informed and will be constantly communicating with department leaders. We have asked each person with direct reports to hold daily huddles with their teams in order to do the same. Please also use this opportunity to let us know how you are doing and if you are encountering any challenges. We want to know what you are hearing from policyholders and, what you may need to help them.

We will no doubt be reaching out to many of you over the coming days or even weeks, to ask for your continued help. As always, any additional support you can provide will be sincerely appreciated.

Stay in touch, take care and stay healthy!

Pete Irilli