

Sample Letter to Announce Non-Face to Face Agency Transition

To our valued customers, friends, and community members,

For the safety of our customers, team members and their families and others in the community, we are closing our office to walk in public traffic effective immediately.

We have based this decision on recent information released from the CDC and the announcement by the World Health Organization that the COVID-19 virus has now been elevated to the status of a global pandemic.

Starting (enter date), our office will continue to conduct business during our normal business hours (enter business hours / days). The only change will be that our customers will be assisted virtually, via telephone, text message and email during this time.

Our office will be able to continue to assist you with all your insurance needs and any questions you may have.

The goal of these taking actions is to help limit person to person contact and transmission of the COVID-19 virus in our community.

Thank you for your patience and understanding.