



Thursday, August 6, 2020

COVID-19 Client Memo: Limited Office Hours

Due to COVID-19 and our priority to keeping New England Insurance Group employees, their families and the community safe, **we are limiting Walk-In business at this time with Curbside at certain locations.** The good news is that we have many ways to continue to assist with your immediate insurance needs!

- Call us at 617-325-5555 to setup a Curbside appointment. We are doing our best to personally answer but if you reach our voicemail, we will return your call at our soonest opportunity.
- **OPEN locations include Stoughton, North Easton, West Roxbury and Shirley. The Dedham location is currently CLOSED.**
- Email us.
 1. Visit our website's [Meet Our Team](#) page for a directory of staff email addresses and direct extensions.
 2. General Inquiry Emails for Personal Insurance Business/Commercial Insurance: info@newenglandins.com
 3. Visit our website [HERE](#) to report a claim or make a payment.

Insurance Carrier Apps

Along with the New England Insurance Group Mobile App, most insurance carriers offer a free APP that provides access to your policies and allows you to perform many insurance related transactions. We encourage you to visit your APP store and download both applications.

If your employment and income has been directly affected by COVID-19, please let us know. Many of our insurance carriers are ready to help with billing and payment issues, including the possible movement of billing due dates.

CLAIMS

In the event you have an insurance claim, please contact your account manager, our office or your insurance carrier directly. Your auto insurance cards have the claim numbers on the back of your card. In most cases, you can begin a claim on our website [HERE](#) – simply navigate to REPORT A CLAIM for your Carrier. Beginning your claim by phone or website, will not delay your claim in anyway and is often the most efficient way to begin the claim process.

BUSINESS/COMMERCIAL CLIENTS

Many of you have questions and concerns regarding coverage if your business needs to or must close/shut down for a period of time. We are gathering all the information we can from our carriers. We are also waiting to see what relief the national and state government may be providing to those impacted. Please know we are here for you and will do our best to get the correct information into your hands. We appreciate your understanding as more information becomes available based on an ever-changing situation.

Thank you again for your patience during this time. Stay safe, stay healthy and stay home!

Sincerely,

The New England Insurance Group Team

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