



To Our Valued Insureds:

In response to the precautions taken by the City of Philadelphia and elsewhere across the country to stem the spread of the Coronavirus, Pennsylvania Lumbermens Mutual has transitioned to a **full remote working policy** until 3/31/2020. A week prior, we will assess the situation and make a decision on whether or not to extend this period. We are continuing to monitor trusted sites like the Center for Disease Control and the World Health Organization to stay informed.

As a mutual insurance company, you can trust that you are our main priority every day, and especially during these unprecedented times. To ease the transition and to ensure the same quality of service that you are used to, we have equipped all of our Philadelphia office-based employees with laptops and cell phones. We have enacted PLM's established Business Continuity Plan that we have had in place for some time to respond to events like this. We are confident that the entire PLM team is well-prepared and highly motivated to keep supporting you as return your focus to your own business.

This change should be entirely invisible to you and you should expect there to be no service-related issues as a result of our temporary work situation. If you have any concern with the level of service you are receiving, we encourage you to reach out directly to our leadership team, as follows:

Business Development & Loss Control	Steve Firko	sfirko@plmins.com	215-801-5635
Claims	John Kennealy	jkennealy@plmins.com	215-680-8058
Underwriting	Rich Hall	rhall@plmins.com	215-796-0403
Customer Service & Billing	Traci Barber	tbarber@plmins.com	317-727-2297
Policy Handling	Kathleen Dalton	kdalton@plmins.com	267-315-4500

You may also reach out directly to John K. Smith, President & CEO, at jsmith@plmins.com or on his cell phone at 609-513-0928.

To make working with all of your trusted PLM resources seamless during this time, a [full company directory has been published for your use](#).

PLM in the Field

Our Business Development and Loss Control teams across the country are checking in on our valued customers and their communities to provide the risk management support you need most as your business evolves during this time. Our field teams are still available for visits and consultations as you need them. We are actively looking into alternative methods of meeting, utilizing the technologies that we have integrated into every day working life at PLM.

COVID-19 Resources

We have created a [Coronavirus Disease 2019 \(COVID-19\) Resource Center](#) on our website to aid in providing you with updates on working with PLM and resources to help your business prepare and react as the situation evolves. Quick links to [ePayments](#) and [claims reporting](#) are also available. We encourage you to check back frequently for updates.

As we settle into this process, PLM commits to providing you the same levels of service that you are used to. I personally welcome any questions, comments, or concerns you may have. You can reach me at any time at ldigangi@plmins.com or at 267-337-4133.

Sincerely,

Lindsey DiGangi
Corporate Marketing Manager

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