
ALLEGHENY CASUALTY
INTERNATIONAL FIDELITY
ASSOCIATED BOND

Date: March 13, 2020
From: AIA Surety Team
RE: **COVID-19 Update and Preparedness**

As states and local communities brace for the full impact of COVID-19 in the coming weeks and months, we wanted to send a quick update to our entire family of agents. As you know, over the past decade, AIA has invested heavily in creating systems and processes that help us best serve our great family of agents. Additionally, these systems also provide our organization with an enormous amount of flexibility and reliability. Our goal is and always has been to create a company that can provide agents with the best and most reliable service regardless of the circumstances.

We felt it was important for us, especially considering the current situation, to reiterate this commitment to you and your agency. No matter what COVID-19 throws at us, we are confident that our team will adjust without impacting the level of service we provide. Whether we continue operating from our corporate headquarters in Calabasas or remotely from our home offices, we will continue to answer the phones, ship powers, and assist you and your team with what you need to be successful.

No one really knows what the future holds when it comes to this virus, but there is one thing that we do know... eventually it will end, and the world will get back to normal. So please, know that AIA is and always will be here for you. Please stay vigilant and keep your family safe. If you have any questions whatsoever, please do not hesitate to call our team 24 hours a day, 7 days a week, at 800.935.2245.