

COVID-19.

An update for Eastern Insurance Commercial Customers.

In our promised effort to support you and your organization during this time, I wanted to share the actions we continue to take to promote the safety and health of our employees and colleagues while delivering the best service to our valued clients.

Limited office hours and rotating schedules.

- In the interest of the health of customers and employees, office visits are currently by appointment only. Should you have a need to see one of our staff members in person, please call them to discuss as they can most likely assist you over the phone.

Information source.

- We have created a dedicated page on our website for our [COVID-19 Updates](#). We will consistently be updating with relevant information for you and your employees such as:
 - How we are working with our insurance carrier partners to proactively provide you and your organization with relief and answers to your questions.
 - A webinar on Tuesday, March 24th: Pandemic Planning in the Workplace from our colleagues at Eastern Benefits Group partnered with the law firm Hirsch, Roberts Weinstein.

As new developments emerge, we will consistently share information with you about how we continue to operate in a safe manner and remain committed to providing you with the highest degree of service.

Please let us know if there is anything further we can do to assist, and I want to personally thank you for being a valued client. Be safe and healthy.

Timothy Lodge
Commercial Lines Executive Vice President

800.333.7234
Option 3

CLAIMS
866.510.1112
Commercial_Claims_DL@easterninsurance.com

233 West Central Street
Natick, MA 01756



NOTE: all employees can be reached via email using first initial last name format (ex: John Smith jsmith@easterninsurance.com)