

COVID-19.

An update for Eastern Insurance Customers.



IMPORTANT NOTICE: OFFICE HOURS AND STAFFING

In this challenging and rapidly changing environment, the health and safety of our employees and customers is our single greatest priority. **With this in mind, Eastern Insurance office visits are currently by appointment only. Please call us at 800.333.7234 - OPTION2 so we may discuss your account.** In addition, as we work to keep our employees safe and able to assist their families at home, we will be implementing a rotating work schedule and shorter office hours for some of our locations.

Effective MONDAY, MARCH 23rd the following offices will be open from 9:30AM to 3:00PM Monday - Friday:

Acton	Gloucester	Marshfield	Westwood
Amesbury	Hyannis	Newton	Wrentham
Danvers	Lakeville	Plymouth	
Dartmouth	Leominster	Sturbridge	

Please know we are still here to help, as always, to provide the best service to our customers in this difficult time. We have created a [Covid-19 Updates](#) page where we will continue to post relevant and useful information on a consistent basis. Here you can find important contact information, updates to our office hours and links to external Covid-19 resources.

Please let us know if there is anything further we can do to assist you and your families.

Sincerely,

Marguerite L. Hartley
Executive Vice President, Personal Lines