



FARMERS MUTUAL

Insurance of Comal County

As of: 3/25/2020

Dear Members,

We have been carefully monitoring the COVID-19 situation as it develops. During meetings with our leadership teams, we have emphasized the importance of continuing to keep the best interest of our members in mind while insuring the safety and well-being of our staff. To that end, we are issuing new operating procedures for our office, effective immediately and will stay in place until further notice.

- 1. The office will be closed to the public. Only employees will be allowed in the building, if warranted, and we will be working from home for normal operating hours (M-F: 9AM – 5PM) (Lunch daily from 11:30AM – 1PM).**
- 2. If there is any paperwork or a payment that needs to be dropped off we ask that you utilize the drop box located at the front entrance of the building. For payments we ask that you DO NOT leave cash in the drop box as we will not be responsible for any theft that might occur from the drop box. We ask that you purchase a money order or pay with check, if you normally pay with cash. Furthermore we ask that you utilize our website (FMFIA.COM) “pay online” link or call us at 830-625-4816, to pay with check or credit card.**
- 3. We will be accepting mail during this time but it might take a little longer to process anything because of the “stay in place” order.**
- 4. When you call into the office please carefully listen to the message prompts, to route you to the appropriate department. If you know the representative’s number, please call that directly.**

We thank you for your understanding of these new procedures and we apologize for any inconvenience this may cause but the safety of our members and staff, is paramount.

Sincerely,

Farmers Mutual Insurance General Manager and Board of Directors