



23 March 2020

To all our customers, policyholders, company partners,

We hope you and your loved ones are well during this difficult time. As we all try to navigate the ever-changing challenges resulting from the COVID-19 outbreak, we want you to know that we are still available to help and support you.

To promote the safety and wellbeing to all concerned, have closed our office to the public and customer foot traffic, per State and/or Federal recommendations or edicts, until further notice.

### Doing Business By Phone & Online

But we are still working, either from our office in Northville or remote. If you need us, we are still only a phone call (248.347.3525) or email away, which is typically how we handle 95% of business anyway.

Many of you have and may use online TFI Client Portal/InsurLink Accounts, as well as online accounts/access with your particular insurance carrier/company, for

- Policy documents, including auto ID cards
- Managing your billing account
- Certificates of Insurance

### Claims Resources

As usual, simply call us to report any claims (248.347.3525). Or you may report claims directly to many of our insurance companies by phone:

Pioneer State Mutual:	
After Hours Reporting:	1-800-837-7674
Road Service:	1-800-828-7067
Hastings Mutual:	1-800-442-8277
Progressive:	
24/7 Reporting:	1-800-274-4499
Road Service:	1-800-776-2778
State Auto:	1-877-722-5246

Foremost:  
The Hartford:

1-800-435-7764  
1-800-327-3636

Best regards,

TFI Insurance/Tarpinian Financial