



Dear Clients,

As the COVID-19 outbreak expands in scope and magnitude, The Falls Insurance Center Inc is actively monitoring emerging and evolving developments from the World Health Organization (WHO) and/or the Centers for Disease Control (CDC). The health and well-being of our employees, policyholders, and their families are of the utmost importance and we are following all local government and public directives regarding the outbreak.

While we have no known cases within our own employee base, the decision has been made that effective Monday, March 23, 2020 we are here to help you by phone and email only. Our doors will be locked and we will not have any face to face contact.

We want to reassure you that while we are taking these preventative measures, this is still a business as usual. Employees have been and will continue to be advised and educated on all protocols necessary to work effectively while inside and outside our location. Due diligence has been put in place to ensure we continue to provide our policyholders the service you have come to expect from us.

Here is our plan to provide our clients with the support you need from a Falls Insurance Center customer service standpoint. Beginning Monday, March 23, 2020:

- **We will be available to take your calls, answer emails and reply to our "Contact Us" from our website from 8:30 AM - 5:00 PM.**
- **To make a payment, please go to www.fallsinsurance.com and we will have a list of company phone numbers and website. This will enable you to call or key your own payment anytime our office is closed.**
- **If policyholders have questions or would like a quote feel free to call our main phone number 208-523-7100 or the direct number of the employee you wish to speak to.**

We continue to assess the situation on a daily basis in order to maintain business continuity, keep our workforce safe, and determine necessary communication updates to our various audiences. We appreciate your continued support and patience and also wish that you, your family, and your loved ones stay healthy during these critical and unprecedented times.