



# Chautauqua Patrons Insurance Company

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*Firmly Rooted Since 1877*

April 7<sup>th</sup>, 2021

To CPIC's Valued Policyholders and Agents:

During this unprecedented COVID-19 event, the Board of Directors and staff at CPIC hope that you and your family are safe and in good health. The CPIC Management Team continues to monitor Federal, State and Local authorities and follow the guidelines and recommendations that are being provided. Our overall goal is the safety and security of our policyholders, our agents, and our staff.

**OPERATIONALLY-** For the safety of our staff and their families, we continue to limit our in-office personnel to essential staff only. We have implemented a work from home program that has been very successful. We plan to gradually transition to more in-office personnel as the pandemic conditions improve.

**PREMIUM PAYMENTS** - Please be advised that we are being as accommodating as possible during this pandemic. Please feel free to email [billing@cpins.com](mailto:billing@cpins.com) with any billing questions, or contact our office at (716) 664-5813 and leave a message in the General Delivery Mailbox.

**CLAIMS-** In the event that you experience a claim, we are here and ready to serve you. To report a claim, go to our website at: [www.cpins.com](http://www.cpins.com), click the "File a claim" tab, complete the required information, and "submit" at the bottom. If you are unable to report the claim through our website, you can contact your agent, or call CPIC at 1-800-896-4720 and leave a voicemail in the General Delivery Mailbox. In the event of a claims emergency please call 1-716-664-1074 or 1-716-640-0126. If you have a question about an **existing claim, please email the question to [info@cpins.com](mailto:info@cpins.com)**. If you have a question about a **potential claim, please contact your agent** and have them forward your question to [info@cpins.com](mailto:info@cpins.com).

**CPIC ANNUAL MEETING-** We will be holding our Annual Policyholders Meeting on Wednesday, April 28<sup>th</sup>, 2021 at 9am. The meeting will be held remotely, by calling a designated telephone number. CPIC will announce the call-in number in the Jamestown Post-Journal and on our website on April 14<sup>th</sup> and April 21<sup>st</sup>, 2021.

**FINALLY-** CPIC truly appreciates our policyholders and agents for your support! During these difficult times you are in our thoughts. Please follow the advice of medical and government authorities, and do everything you can to protect yourself, your family, and the community. Thank you.

CPIC- COVID-19; 4/7/2021