

Hanson Insurance Agency continues to monitor the evolving situation related to the coronavirus outbreak. We have activated our response plans and are taking steps to continue to provide service in a manner consistent with federal and state policies and our own policies. Our top priority is to provide a safe workplace for our employees and a safe insurance experience for our customers.

Effective immediately, Tuesday, March 17, Our office lobbies will be temporarily closed to the public until further notice. We are still available by phone to assist you in any manner we can. Please note that your Payments can be made on line directly to your insurance carriers or in some cases the carriers will accept payment by phone.

Our Response Team is monitoring conditions and assessing our response and operations daily. Our goal is to restore full and normal service as soon as possible, and we will continue to communicate to you any further changes to the availability of services.

WE PROVIDE WAYS YOU CAN FILE CLAIMS AND PAY BILLS SAFELY

Hanson Insurance offers a variety of service channels that allow you to manage your accounts without coming in person. Whenever possible, for your protection and convenience, we recommend that you use these telephone and online options:

Andover 800-225-77 or www.Andovercompanies.com

Abella 800-272-3553 or www.arbella.com

Commerce 800-221-1605 or www.commerce.com

Mass Property 800-392-6108 www.mpuia.com

National General 800-462-2123 www.natioinalgeneral.com

Registry of Motors www.mass.gov/rmv

Safety Insurance 800-951-2100 www.safetyinsurance.com

Limited In-person Service by Appointment – For urgent matters requiring in-person assistance, call our AGENCY to request an appointment. Appointments may be available based on our evaluation of conditions at the time of request.

ADDITIONAL ACTIONS WE ARE TAKING

We have adopted practices recommended by the Center for Disease Control (CDC) with the aim of protecting the health of employees, customers, visitors, and our local communities.

We have directed our employees to:

- Stay home if any signs of illness.
- Follow our best hygiene best practices, such as washing hands frequently and use of hand sanitizer.
- Wipe high-touch surfaces regularly.
- Limit workplace gatherings in favor of conference calls and online meetings.
- Make the Agency a handshake-free zone at all locations.
- Maintain a safe distance from others who exhibit signs of illness.
- Postpone non-essential business travel.