

THE GRAY INSURANCE COMPANY
3601 N. I-10 SERVICE ROAD WEST

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METAIRIE, LOUISIANA 70002

March 16, 2020

To Our Valued Partners,

I am writing today to let you know that your Gray Insurance team is prepared to continue servicing and supporting you during the next few weeks and months of the spread of Coronavirus (COVID-19).

First, we are all here to provide exceptional service through claims handling, loss prevention, underwriting, billing and any other needs you may have.

Second, most of our employees are working remotely. Fortunately, we have the technology in place to allow this to progress seamlessly. Please do continue to communicate with your Gray representatives through email and telephone. Please note that we are continually monitoring the situation and making decisions based on what's best for our agents, insureds and employees.

Regarding the administration of your loss fund checking account, Gray is preparing to handle claims payments efficiently and timely. Although we do not anticipate this happening, should it become necessary or mandated, The Gray Insurance Company will issue claims payments directly. We then expect that your loss fund account will reimburse Gray monthly. We plan to communicate loss fund activity with you regularly and as always, please stay in contact with your claims adjuster.

We hope that you, your families and employees remain safe and healthy during this unprecedented public health crisis. Please contact your agent or your Gray representative with any questions, concerns or requests.

Respectfully,



Michael T. Gray
President and CEO