

To our Policyholders, Prospects, and Business Partners

Effective Monday, March 16, NAMIC instituted a modified work-from-home schedule, in which the office is open only for essential in-person business. Please be assured the NAMIC Insurance Solutions team is still at work processing renewal and new business matters, mid-term endorsements, and claims. And, it being that time of the year, the accounting folks are working hard with outside auditors to have everything ready for the regulators. The work-from-home schedule will last at least a few weeks; we'll know more when the government and industry get a better handle on this pandemic.

While Insurance Solutions team members have long worked from home at least one day a week, with full access to our core applications, we'd not tested the new network installed last year as part of our cyber security updates against what happens when EVERYONE in Insurance Solutions is working remotely. We'd scheduled that test for next Tuesday, March 24. Events overtook us, but I'm pleased to say the systems worked as expected (and as promised by Brian Stanek, Insurance Solutions IT wizard).

For our policyholders, prospects, and business partners, it's business as nearly usual (though, most certainly, not life as usual). Please know the team is available by telephone and email; if you have a question, a claim, or a matter you need to discuss with a CSR or a Claims person, please go ahead and call. Email is also available. If you can't get through, please email or call me (317-460-8160; Tsullivan@NAMICInsurance.com).

NAMIC Insurance Solutions has invested heavily over the past few years to be able to interact in a digital fashion with our policyholders, prospects, and business partners. Applications, both for new and renewal business, are available on-line in the application portal. For many of you, quotes and completed policies will be sent by email. If you've not yet become part of our digital community, now may be a good time. It's fast, it's simple, and it means you won't receive paper.

If you have any questions, please contact your CSR or Claims person, or me. And, most importantly, stay safe and healthy. We look forward to seeing all of you on the other side of this epidemic.