



PENNSYLVANIA LUMBERMENS MUTUAL
INSURANCE COMPANY

To Our Valued Insureds and Broker Partners:

When you work with Pennsylvania Lumbermens Mutual, we make a commitment to be with you when and where you need us most and for all the times in between.

As you focus on serving your customers and clients over the coming weeks, know that we are dedicated to you. Our employees are equipped and prepared to continue supporting your business needs fully as we monitor COVID-19 developments from the CDC and WHO.

We commit to delivering the same high level of service you have come to expect from the PLM claims, customer service, new business and policy handling, and loss control teams to ensure that you can return your focus to those relying on you in this time of unprecedented national emergency.

Consider a Business Continuity Plan

PLM, like many, will continue to test its own business continuity plan next week, preparing employees to work remotely if the situation calls for it. This is a new frontier for many of us and we are all learning together. It is never too late for you or your business to consider a business continuity plan. Learn how to prepare using these resources from the [Insurance Institute for Business & Home Safety](#).

How to Submit a Claim

Should you or your client experience a loss during your normal business operations, trust that our claims reporting avenues will remain available to you at all times. You can submit a claim [online](#), via email at claims@plmins.com, or by phone at 800-752-1895.

While our means of communication may evolve as we monitor the situation, our new business and renewal processes will continue uninterrupted to ensure that you or your clients do not go uncovered.

Our Customer Service is Here for You

Our customer service representatives are working diligently to answer all other inquiries you may have. You can reach our team at custserv@plmins.com or 800-752-1895.

Although this virus will challenge all of us in ways we have only ever imagined or planned for, it is important that we all demonstrate our ability to respond with poise and preparedness, not panic. We encourage all to stay informed through trusted sites like the Center for Disease Control and the World Health Organization.

As you can rely on the whole PLM team, I personally welcome any questions, comments, or concerns you may have. You can reach me at any time at ldigangi@plmins.com or on my cell phone at 267-337-4133.

Rest assured that myself, John K. Smith, and the rest of the PLM team are with you as we move forward.

Sincerely,

Lindsey DiGangi
Corporate Marketing Manager

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