

Dear Carnegie Producers and Insureds

The Coronavirus (COVID-19) pandemic and measures to counter its spread have disrupted the lives and businesses of us, our policyholders and producers alike. We, as a family-owned and operated business, are particularly sensitive to the impact such events can have on our family, friends, agency partners, and community. We would like to take this opportunity to assure you, our policyholders and agency partners, that we continue to be able to meet your auto insurance needs during this difficult time, and we have contingency plans that allow us to maintain that service going forward.

In order to help ensure the safety of Carnegie's partners, staff, vendors and community, several changes have been implemented, including: territory managers and most office personnel are working from home; there is enhanced social distancing in our offices; we have enhanced sanitation procedures within our office space; and we've eliminated corporate travel. These changes, however, will not affect our ability to provide you with the same best-in-class customer service you have come to expect from Carnegie. Our customer service and claims personnel, and our territory managers are ready to provide help and solve problems.

We are monitoring the COVID-19 situation closely and preparing our systems and staff to ensure we maintain continuous operation in the event of any directive from state and federal authorities to quarantine at home. In such an event, we would like to assure you that Carnegie systems will remain in operation and all staff will work remotely to meet the needs of our producers and policyholders.

As a reminder, the following systems can be utilized to transact new business and service existing policies remotely:

Policyholders

- **Carnegie Consumer Web Portal** – Carnegie policyholders can visit www.CGIA.com and click on the Insured tab to access the following self-service functions:
 - **Create Account Profile** – Enables full access to your policy on-line to make one-time payments, sign up for recurring credit card or electronic funds transfer (EFT) automatic payments, view invoices, and print ID cards and declaration pages.
 - **Make a Payment** – This easy and quick payment function allows our insureds to make a payment via checking account or credit card without the need to create a profile.

Agency Partners

- **Carnegie eSignature** – This is an easy and effective tool available in our EZ PASS bridge that allows policyholders to sign new insurance applications electronically without the need for your policyholder to come to your office.
- **Carnegie Producer Web Portal** – Complete policy servicing tools are available at www.CGIA.com - quote and submit new policies, make payments, endorsements, print ID cards and declaration pages.
- **Carnegie Photo Manager** – Agencies and policyholders can send vehicle photos directly to Carnegie with our easy Photo Manager application.

We realize this health situation has been disruptive to you, our agency partners and policyholders. We will continue to evaluate and adapt our systems and processes to respond to your needs. If you have any questions with regard to your policy or desire to discuss options, please contact our customer service at (805) 445-1470. From all of us at Carnegie, we wish you and your family good health and fortune in this difficult time.

Sincerely,

Jack Smith
President/CEO
Carnegie General Insurance Agency