



Dear Valued Clients,

For over 100 years our family's agency has been committed to the highest standard of service and communication with our clients. Like the rest of the local community, we continue to monitor the ever evolving Covid-19 virus that has spread throughout our country. Our agency will remain open under the following guidelines:

- Our staff has the option to work remotely, effective 03/17/20
- Office hours remain the same 8:30am-4:30pm Monday- Friday.
- All employee emails will be monitored during business hours.
- Per direction from the county and state we will limit face to face meetings in our office until further notice.
- Our carrier and wholesale partners remain open and have assured us that we can expect the same standard of service and response time.
- For all insurance related matters we are offering the following individuals personal contact info:
  - Eric Clauss (716) 238-1135
  - Ron Clauss (716) 909-1730
  - Dieter Clauss (716) 912-3668

We encourage the public to take necessary precautions to help reduce the spread. Practice social distancing, avoid interaction with large groups, and practice good general hygiene. We thank our customer base and the WNY community for your patience and support during a challenging time. We would like to ensure our loyal customers that at a time filled with uncertainty, you should expect the usual standard of service and care that you are accustomed to.

Regards,

Eric T. Clauss President