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April 2, 2020

Re: COVID-19 Update: A letter to our Agents, Brokers, Vendors, Intermediaries and Reinsurers:

The COVID-19 virus is affecting every single one of us, our families and businesses across the nation. There are uncertainties and new challenges that we all are facing in our current lives. American Millennium Insurance Company is dedicated to keeping our Clients on the road and well serviced. As you will see, even during this trying time AMIC remains open and is conducting business as usual.

The well-being, health, and safety of people remain a top priority. We have taken all the necessary steps to protect our employees and have come up with solutions to keep our agents and brokers protected as well.

All of our offices are closed during this crisis, however:

- Approximately two years ago we allowed every employee to work from home at least one day a week. All employees are now working from home and have been given full access to the network and all supplies needed to work without interruption.
- Our phone system is designed to transfer all calls to an AMIC extension directly to the employee. Simply dial the extension you normally would use to contact our employees.
- All employees will continue to process all requests and endorse policies in real time remotely. Claims will still be managed and handled without lapse. Our accounting department will still be issuing checks and applying funds.
- All employees will continue to email all needed documents requested. AMIC will try to limit the need for physical mail as we understand many of you are working from home as well. That said, most mailing services can be done on-line through the U.S. Postal Service.

... therefore, it's business as usual for you and your staff.

AMIC is continually discussing and monitoring the situation weekly and making any necessary modifications in order to better serve our agents, brokers, and insureds. Examples would include Zoom, Microsoft Teams, etc.

If you have specific requirements or needs, please do not hesitate to reach out to anyone at the AMIC team or email [Michelle.Moore@Citadelrisk.com](mailto:Michelle.Moore@Citadelrisk.com) , and I'll respond as soon as possible.

We are proud to serve you during this time, and together, we will come through this crisis stronger and more determined. If we can help in any way, please let us know.

Regards,

A handwritten signature in black ink that reads "Michelle Moore".

Michelle Moore  
Director of Marketing