



## IMPORTANT PUBLIC NOTICE

The Erie Mutual Fire Insurance Company (“Erie”) shares your concern for public safety during this time of heightened awareness caused by Covid-19. We assure all Erie members that your business will continue to operate throughout the entire affected period of this pandemic. Erie has activated our Business Continuity Plan.

The Executive Committee of the company’s Board of Directors and its executive management team have been assigned their respective responsibilities, as set out in our Business Continuity Plan. The plan is activated to ensure that all essential business operations during the office closure, continue without interruption.

Erie’s NORMAL BUSINESS HOURS remain Monday through Friday, 8:30 am to 4:30 pm. However, due to the elevated risk level at this time the **OFFICE IS CLOSED TO ALL VISITORS**. Erie’s business operations will function with limited staff in the office, while all other employees work from home.

You can contact us by phone at **1-800-263-6484 (local 905-774-8566)**, or via email and text message. Payments of premium can be made via our website, credit card by phone or e-transfer. A drop slot, in the centre door of our office, is also an option for non-cash payment. Please contact us should you have any questions pertaining to your payment or policy coverage. Claims service for our members will continue to be a priority during this time and should be reported at the time of loss.

Employee email addresses and other additional contact information can be found on our website [www.eriamutual.com](http://www.eriamutual.com). You may also contact us on our social media platforms for further updates including:

Facebook at Erie Mutual Insurance

Linkedin at Erie Mutual Insurance

Twitter at @ErieMutual

Instagram at erie.mutual.insurance

We sincerely apologize for any inconvenience these circumstances may cause. Once again, be assured we are taking all the necessary steps to keep our members, our employees, and our directors safe during this public health crisis.

John Dunton  
President & CEO  
Erie Mutual Fire Insurance Company