

To our Valuable Customers:

We are here for you during this uncertain time. As your local, trusted insurance agency and risk advisor, we want you to know that our agency is an Ohio essential business and will remain open to serve you. While our federal, state and local government leaders have implemented many measures to reduce social interactions to slow the spread of the coronavirus, we know that no order can stop adverse events that cause insurance claims to occur in everyday life.

Our agency is exercising many precautions while we remain open. We encourage our customers to practice social distancing first by contacting us by phone and/or email first. If this is not possible, the following requirements and precautions will be taken in our physical location:

- Our agency will ensure employees and customers are six feet from each other
- We will, upon request, establish separate office hours for vulnerable populations
- We will have hand sanitizer available for our employees and customers

Again, during this vulnerable time, we will be here to continue to serve you as questions, coverage concerns, adverse events and claims arise. Please continue to check on the wellbeing of your family, friends and neighbors. Support our health care providers and first responders and the local businesses in our community that remain open during this challenging time.

We greatly appreciate your business!

Stay safe,

Lloyd, Jim and Nicki

Back and Associates Insurance Agency Inc