



ARROWHEAD

AUTOMOTIVE AFTERMARKET

We're here to help Automotive Aftermarket Producers

As you know, a National Emergency was declared over COVID-19. In anticipation, our business continuity plan was already in place to seamlessly meet both you and your policyholders' needs, while playing our part in trying to manage the spread of the coronavirus.

Effective Tuesday, March 24, the Automotive Aftermarket offices in Overland Park, KS have successfully transitioned all teammates to work from home, honoring governmental instructions. We remain open and do not anticipate any business interruptions. Your underwriters and program leadership can be reached via the e-mail addresses and telephone numbers you are accustomed to using.

We also are working with Zurich, researching other ways to help our producers and policyholders during these unprecedented times. Alternative strategies are being reviewed regarding premium payments and other areas affected by revised work strategies.

We are a customer-centric organization, fully operational and here to help you anyway we can. Please let us know if there is anything we can do to assist you during this transition.

Please contact me, a Program Manager, your Underwriter or Business Development Leader with any questions or to discuss how we can better serve you. [View contacts here.](#)

We will get through this together and will be in touch again soon with more updates.

Please stay healthy!

Best Regards,

Lee J. Pallardy

Chief Underwriting Officer

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