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A Special Message...



From the Office of the CEO

Committed to You

During these rapidly changing times, we will remain on call and available to our valued customers. That is why we are providing an update to the message we shared last week on our efforts to combat COVID-19 and maintain our service to you.

Along with our commitment to you, we have a solemn responsibility to the health and safety of our employees. 99% of our employees are working from home, a step we took last week. We still have the determination and full capabilities to deliver the services you rely on. Closing our offices to only essential staff is an important part of sustaining our business and practicing social distancing to help reduce the spread of the virus. We have also suspended all business travel for the safety of our employees and others. The scale of this fight continues to evolve. However, I have confidence we will win this war, and in PHLY's ability to keep our promise to you.

PHLY's mission is to provide strength and service to our agency partners and policyholders. Our Business Continuity Management Team is meeting multiple times per day to make sure there are no missing pieces to the work from home model. Two years ago, we decided to swap out our personal computers for laptops and Microsoft Surfaces for all of our employees. This has allowed us to maintain a level of service that has been more seamless and scalable than ever expected. Our employees are no different than the millions across the country who have seen their day-to-day lives upended by this virus. Many are attempting to do their work while their children are home from school. All things considered, they are doing an excellent job under very difficult circumstances. We will all do our best to continue to give you the prompt and professional service you expect from us.

Our responsibility is to be there when you need us most. Two-thousand members of TEAMPHLY, our nearly 60 years in business, and the 140-year history and strength of our global parent company the Tokio Marine Group, support this commitment. We will continue to monitor this crisis closely and keep you informed. Should you need us, please contact us through any of the channels listed below.

Thank you for your trust in PHLY. We hope that you are safe and stay well.

Bob O'Leary
Chairman & CEO

John Glomb
President & Co-CUO

Bill Benecke
EVP & CCO

Brian O'Reilly
EVP & CMO

Claims Contact Information:

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Fax: 800.685.9238

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E-mail: claimsreport@phly.com

Customer Service Contact Information:

Phone: [877.438.7459](tel:877.438.7459) (Mon-Fri 8:30 a.m. - 8:00 p.m. ET)

E-mail: service@phly.com

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