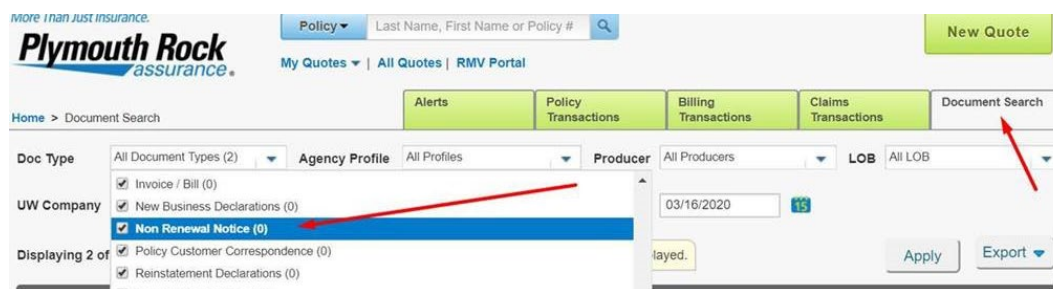


## Temporary Process Change

In October 2019, we notified you of a change to our handling of non-renewal notices. We began sending these notices directly to policyholders while sending paper copies to your agency. In addition, these notices were made available to you electronically through Document Search in Agent Web.

Due to a reduction in on-site staff in our Boston office beginning March 17, 2020, we will temporarily stop sending paper copies to your office. Instead, notices will continue to be sent via Proof of Mailing to the policyholder and will only be accessible to you through Document Search in Agent Web. Following these steps can help ensure you see non-renewals that are issued:

1. Go to All Alerts from our Agent Web home page
2. In the Documents tab, choose the Non-Renewal Document type (see screenshot below) to see all of the non-renewals issued on a daily, weekly or monthly basis, depending on the process date range selection.



We apologize for any inconvenience that this may cause and appreciate your patience. We are hopeful that our team will resume sending these notices to you as soon as possible.

Thank you for your business and please do not hesitate to contact your Marketing Representative with any questions you may have.



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