



Valued Clients,

The RT Specialty Accounting Department recognizes the challenges we are all facing as many of us transition to Work From Home environments due to the COVID-19 pandemic.

To minimize any potential delays and disruptions, click on the following for our [Contingency Payment Instructions](#) and our [Epay Payment Portal Guide](#). We remain committed to timely service for all our retail clients and their insureds and appreciate your business.

- We strongly suggest using our [Epay portal](#) for instant payment confirmation. As a reminder, there is no charge for ACH / electronic check payments on this portal.
- We have attempted to forward all Federal Express and U.S. Mail in transit to RT's lockbox for processing. While we wait for the forwarding to take effect, please expect some delays. If you receive your mail back, please use the lockbox address until further notice:

R-T Specialty, LLC
26289 Network Place
Chicago, IL 60673-1262

- RT Premium Accounting team members' desk phones have been forwarded to personal cell phones. If you do not reach a team member, please leave a message, and we will return calls as soon as possible.

Please consider emailing us at one of the shared email addresses on the attached contact sheet.

- RT Specialty's Legal, Compliance, and Accounting departments are in constant contact with state and local authorities as well as our carrier partners. We will relay any potential carrier accommodations as they become available.

Thanks so much!

Wendy Simmons
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