

 UNIVERSAL
TMUniversal North America
AGENT NOTIFICATION

Universal North America is Here for You

The health and wellbeing of our agents/partners, employees and their families is of the utmost importance to Universal North America.

As we continue to carefully monitor the latest information on the coronavirus (COVID-19) and the guidelines set forth by the World Health Organization (WHO) and Centers for Disease Control (CDC), **we want to assure you that Universal North America Sales, Customer Service, Underwriting, and Claims representatives are here – ready to serve you and your policyholders.**

Until further notice, Universal North America's physical office locations in Sacramento CA, Arlington TX and Sarasota FL are temporarily closed. **To ensure ongoing service to our policyholders, agents and business partners, Universal's Customer Service, Underwriting and Claims employees are working remotely.**

UNA would also like to share some steps we are taking to assist you in servicing your policyholders without disruption:

- If you anticipate closing your office, it may be helpful to have a list of your current Universal North America policyholders. Agents can safely and securely [download their Universal North America book of business](#) from MyUniversal.com.
- To provide immediate policyholder service, please visit [MyUniversal](#) to review coverage, make payments and request policy changes. Policyholders may also access our website to request changes to their policy, make premium payments, and report a claim (as long as it does not require emergency services).
- Due to the COVID-19 public health emergency, until further notice, Universal North America will provide policyholders with a 60-day grace period to pay insurance premiums. For agent or policyholder questions, please call 866-458-4262.
- As a precautionary measure, we have temporarily suspended Territory Sales Manager (TSM) visits to agency offices until further notice. Be assured that your TSM remains available via phone or video conferencing to answer questions and provide training.

We are committed to providing the first-class service you have come to expect from Universal.

UNA will continue to keep you informed as we evaluate and update our plans based on the status of COVID-19. Thank you for your continued partnership and understanding and hope you, your family, and employees stay healthy and safe.

Customer Service: 866-458-4262 | Fax: 888-232-6217 | Claims: 866-999-0898
www.UniversalNorthAmerica.com

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