

**From:** [Amy Zupon](#)  
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**Subject:** In it Together  
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Dear Vertafore Customers and Partners,

As the world grapples with the COVID-19/coronavirus pandemic, I want to first and most importantly send my best wishes and hopes that you, your families, and your colleagues are healthy and safe from harm. A crisis of this magnitude raises new challenges in every aspect of life, and we at Vertafore are committed to working with you to help make sure that we get through it together.

Everyone has a role to play. Your customers trust you to protect and care for their personal and financial livelihoods. It's our jobs to be there for you, so you can be there for them. During times of crisis, that means putting business aside to do what we can to help. That's why, from today through July 31, we are **offering our AMS360 and Sagitta customers free access to InsurLink**, our new and enhanced client portal.

[InsurLink is our best-in-category solution](#) for what is now a requirement of selling and servicing in the insurance industry: the ability to serve your clients online. With InsurLink, you can:

- Create a customized, branded hub for all your client interactions
- Enable your clients to access and manage policies, certificates, claims, and more from their computer or phone, 24/7
- Exchange documents with your clients securely and efficiently
- And do all of this in a modern, intuitive user interface

The COVID-19/coronavirus pandemic has accelerated certain trends in business, most notably the transition to a “virtual workplace” as businesses across the country—including many of you—work from home to slow the spread of the virus.

We developed InsurLink to facilitate this digital transformation and help our customers improve their client digital experience. We had planned to launch this solution later in the spring, but understand how important it is for

you to keep serving your customers during this trying time.

To get started with InsurLink, follow these simple instructions:

- Go to our [InsurLink request page](#), fill out your information, and click "Start my InsurLink access" to register
- You will receive a welcome email with a link to tools and resources to learn more
- A member of the Vertafore team will set you and your agency up on InsurLink and notify you once it's ready!
- Many free onboarding resources will be made available: training, office hours, customer communication templates, and much more!

For those of you **currently using Vertafore's Client Portal**, your free upgrade to InsurLink will happen by the end of the day on March 27. We are offering free office hours and free training to help you get the most out of the new features. [Click here to learn more.](#)

For our thousands of **QQ customers**, our wonderful Orange Partner, Agentero, also has a solution that you can leverage to enhance your digital experience. I'm delighted to share that Agentero has agreed to offer its solution for free through July 31, as well. [Click here for more from Agentero.](#)

If you have any questions, you can email us at [InItTogether@vertafore.com](mailto:InItTogether@vertafore.com).

My 2,000 Vertafore teammates and I all understand what a challenging time this is for you and your customers. We remain committed to the insurance distribution channel. We remain committed to the end-insured. Most of all, we remain committed to each and every one of you as we get through this together.

My best to you all,

**Amy Zupon**  
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