

As other New England states have already done, Governor Janet Mills and the State of Maine has announced new restrictions on “Non-Essential” businesses. By the guidelines of the Executive Order, Insurance Companies and independent agents are an essential business. More than 95% of our staff are working remotely; we are ready and able to serve your needs. Should you have questions, please email us at contactus@patrons.com and we will reply promptly. Thank you for your business and the trust you have put in us.

A Message to Our Policyholders and Clients about COVID-19

March 16, 2020



Dear Policyholders and Clients,

As coronavirus (COVID-19) has begun to spread within the United States, we know that many of you have already taken steps to ensure your family's health and well-being. I want to assure you that Patrons Oxford Insurance Company is committed to being here for our policyholders, vendors and all of our employees.

We continue to monitor the situation very closely and follow the recommendations from the Centers for Disease Control and Prevention (CDC). We've implemented several changes for our employees, including travel restrictions, cancellations of conferences or other gatherings, and postponing or canceling of meetings that involve large numbers.

Within our office, we are focused on protecting the health of our employees. We have embarked on deep cleaning procedures throughout the building and implemented the practice that all visitors will be met in our entryway vestibule to drop items off or pick them up. Anyone allowed into the building will be required to use hand sanitizer or wash hands with warm water and soap. We have increased our daily efforts of cleanliness by sanitizing areas of high traffic and other surfaces that people touch frequently. Our building cleanliness will be monitored and adjusted as needed.

We have increased awareness of personal hygiene methods that are most effective at combating viruses; hand washing with soap and water for at least 20 seconds or using hand sanitizer. Any employee who is not feeling well is encouraged to stay home. We have asked that all of our employees that have or will travel on personal time outside the state of Maine let us know in advance so we can prepare for their return.

Should the circumstance with the virus in our area worsen, we are prepared to take further steps to insure we are here when you need us. You and our employees are our most important assets and we want to make sure that we are all doing our best in this ever changing and difficult environment.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mark A. Pettingill".

Mark A. Pettingill
President & CEO