



MID MICHIGAN HEALTH INSURANCE ADVISORS RESPONSE TO:

CORONAVIRUS

**March 24th, 2020
Special Notice Regarding COVID-19 Global Pandemic
To Our Valued Clients**

We realize there has been a tremendous amount of confusion the past couple of weeks due to the COVID-19 global pandemic. The only thing that seems to be certain is more uncertainty in the days and weeks ahead.

First and foremost, we want to assure you that we remain open and at your service. We know you may need us more now than ever before and want to continue to deliver the high level of service you receive from us on a regular basis. Given the unprecedented times we are all experiencing, we simply have to make a few adjustments to our daily routines.

With the announcement of Governor Whitmer's "Stay Home, Stay Safe" Executive Order issued on March 23rd, 2020, we will be forced to close our office to the public until further notice. This does NOT mean we are closed for business. Our hours of operation will continue to be 8:00 AM - 5:00 PM Monday through Friday.

Given the nature of our business, the Executive Order also prohibits us from requiring our employees to leave their homes and physically come to the office. For this reason, we have taken the necessary steps to empower a vast majority of our staff to work remotely, beginning March 24th, 2020. This flexibility will allow all our staff to continue to receive their full pay and benefits without interruption! We are truly blessed to be able to provide this level of security to our most valuable assets – our employees!

Lastly, due to the staffing prohibitions and requirements mentioned above, we may not have a person sitting at the front desk answering our main phone line 100% of the time. We have a greeting that will give instructions to get to your specified party's direct line. You will be prompted to leave a voicemail for your specific party, which will then be transcribed to an email and sent directly to them. They will then respond back to you accordingly. We realize this may be an inconvenience, but our staff is monitoring all emails very closely and will respond to your message ASAP.

While these times are difficult, the COVID-19 pandemic has once again shown consumers the need for good health coverage and the value of a dedicated, trusted agent/agency to work with. We encourage you to take all necessary precautions to stay safe. Together, we will all get through this.