

Updated as of April 1, 2021

Regardless of political headlines, with our constant requirements to follow the best practices laid out by OSHA and the CDC, to provide a safe work environment and safe office space to all who enter, we will continue to be available during our business hours by appointment only (with masks and social distancing), by telephone, via email, via Zoom meetings, and always by emergency contact as provided. To date, offices where work can be done remotely are still mandated to do so. We are available by appointment for in person meetings as requested.

Please recognize, during this unprecedented time of COVID-19, our industry is still required to be closed to in person meetings issued by MDHHS Executive Order which directs that anything that can be done remotely --- MUST be done remotely. We are prioritizing the health and safety of our families, staff, and community by following the direction of health officials. For emergency contact numbers, please check our website at palmer-insurance.com at any time.

As always, we are available to our clients to guide them with any auto reform or other customer service matters and we are grateful for your continued referrals to your network for their personal or commercial insurance needs. Someone on our team will respond within our normal business hours within 48 hours, during our regular business week. You can also view your documents and account information online directly at your carrier's customer service portal.

Please stay safe and please remember that coverage can not be bound without speaking with a representative from our office. Thank you very much.

Palmer Insurance remains open and has expanded with digital branches all across our area! ;-) As directed, deemed an essential service under Michigan's "Stay Home. Stay Safe." Executive Order, our business hours remain 8:00AM - 5:00PM Monday - Thursday, 8:00AM - 2:00PM on Fridays, and always by appointment.

Phone: 734-426-5047

Text: 734-395-7885

Fax: 734-888-9966

Email: info@palmer-insurance.com

Zoom Meetings: as scheduled individually with password encryption

Our carriers have put programs into place to assist you with your billing needs during this time. For the fastest service we are finding that registering for online access to your account through their customer service websites is best. You can find the carrier specific information by clicking the respective link below:

Auto-Owners Insurance <https://www.auto-owners.com/special-message1>

Citizens / Hanover Insurance <https://www.hanover.com/COVID-19/customers.html>

Grange Insurance <https://www.grangeinsurance.com/Coronavirus>

Progressive <https://www.foragentonly.com/news/story/?id=36891>

If you don't see your carrier here or are uncertain what direction to go, please do not hesitate to reach out to us.

As the COVID-19 status remains unprecedented and fluid, we are recommending that everyone follow all guidelines issued by health and government officials. For the safety of our clients, staff, partners, and families - our availability will continue as normal in every digital capacity: telephone, email, text, Zoom meetings. In essential matters, we will determine the best ways to move forward within the "Stay Home, Stay Safe" Executive Order from the [Governor's office](#). Our greatest wish is that in a few months we will be able to say this seemed like an over cautious reaction because the social distancing worked. We will never know how many lives are saved by this action. Please "Stay Home. Stay Safe."

We hope you are safe and well. We want to reassure you that we will manage this challenging time - together.

Be safe and well,

Paula Palmer Burns, CIC
President