



As news of the coronavirus (COVID-19) continues, we want to reassure you that Erie Insurance and our agency are available if you need us. These are challenging times. We deal with difficult situations every day in the insurance industry, but this is new territory for all of us.

As always, our agency and ERIE are committed to providing our Customers the best service possible. Our office hours are 9:00 a.m. to 5:00 p.m. Monday – Thursday and Friday 9:00 a.m. to 4:00 p.m. We want you to know that **WE ARE STILL OPEN, FULLY FUNCTIONAL AND AVAILABLE** by phone and email and are here to take care of you during this difficult time. Our staff has the ability to work remotely if so directed by the government, and there will be no interruptions with our business operations. This includes comparison quotes for all lines of insurance.

Please contact us if you need policy documents (such as your auto ID card), need to file a claim or need to make a payment. We would also like to share that you can access your personal lines and life policy information through your ERIE [online account](#). Once you sign up and/or log in, you can view current and previous invoices, pay your bill or monitor a claim all from the comfort of your home. Unfortunately, business owners cannot view business policies via online account at this time, but you can contact us directly.

If you're experiencing financial hardship because of COVID-19 and have questions about your bill, please contact ERIE's Customer Care team to discuss payment options. You can reach them by phone at (800) 458-0811., Monday-Friday, 8 a.m. to 11 p.m., or Saturdays 9 a.m. to 4:30 p.m. (ET). If you need to discuss payment options regarding your Life policy, Life insurance Customer Care representatives are available Monday-Friday, 8 a.m. to 5:30 p.m. (ET).

Thank you for placing your trust in us as we remain committed to being Above all in sERvice®.

Sincerely,

Stephany Insurance LLC

**2500 Brooktree Rd Ste 302**  
**Wexford, PA 15090**  
**Phone: 724-935-8010**  
**[www.StephanyInsuranceLLC.com](http://www.StephanyInsuranceLLC.com)**  
**[cfink@stenhanvinsurancelle.com](mailto:cfink@stenhanvinsurancelle.com)**