

# Our Response to COVID-19 (Coronavirus)

Mar 16, 2020 || Massimo Pazienza

To our valued customers,

As the situation around the COVID-19 (Coronavirus) continues to become increasingly more severe here in Canada, and as the World Health Organization has declared the outbreak a “pandemic”, it is very important for us to let you know that our Insurance Brokerage has been closely monitoring the situation. Here are some details about how our team is responding and continuing to support your business needs.

## ***Our plan is to maintain a “business as usual” plan of action for our customers***

Effective immediately though, in keeping with recommendations from health authorities, **we are no longer accepting in-person appointments or walk-ins. Broker visits and meetings are also being suspended until further notice. Our front door to our office will remain locked for our safety and yours.**

Our team will continue to work with you and provide service and support via phone, email communication, and other available channels.

There is no current impact to our operations, although response time may be a little higher than usual so please bare with us while we get through this.

To ensure the “business as usual” platform for our customers and safety for our employees, we also have a contingency “work from home” program and are fully equipped for our team members to work remotely so they can stay fully connected and continue to support **YOU** our customers.

How to get in touch with us:

**EXISTING CLIENTS:** Please call us to speak to your agent, our phone lines will remain open. Our main office line is 780-987-5296 and we will get your calls transferred to the appropriate agent. You can also email us at [drakeins@drake-insurance.com](mailto:drakeins@drake-insurance.com) or to your brokers directly.

To reach Alice Johnston please email her directly at: [alice@drake-insurance.com](mailto:alice@drake-insurance.com)

To reach Dan Paniccia please email him directly at: [dan@drake-insurance.com](mailto:dan@drake-insurance.com)

To reach Jessica Sincich please email her directly at: [Jessica@drake-insurance.com](mailto:Jessica@drake-insurance.com)

To reach Krista Thomey-Anderson please email her directly at: [Krista@drake-insurance.com](mailto:Krista@drake-insurance.com)

To reach Massimo Pazienza please email him directly at: [Massimo@drake-insurance.com](mailto:Massimo@drake-insurance.com)

To reach Shelley Knott please email her directly at: [Shelley@drake-insurance.com](mailto:Shelley@drake-insurance.com)

**MAIL AND COURIER SERVICES:** Please knock for access to drop off the mail, or call the office at 780-987-5296 for access. Please do not leave any mail outside and unsecured.

Thank you for your continued support as we work through these challenging times together. We will continue to keep you all up to date with our business as different situations develop and more information is made available to us.

Massimo Pazienza

Operations Manager