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## DDM Responds to COVID-19

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All of us are facing a truly unprecedented situation. The global pandemic is affecting our families, our businesses, and our way of life.

Our thoughts and prayers go out to anyone who has been impacted by the virus -- either directly or indirectly. We are all inspired by the selfless healthcare workers around the world who are on the front lines working tirelessly every day.

I wanted to reach out and update you on how we are handling the situation at DDM Insurance. All of our employees have been encouraged to work from home. We have a hand full of employees who have braved the pandemic and worked from our office every day to make sure all phone calls are handled quickly and efficiently -- we've tried to provide you with the same excellent service that you have grown accustomed to receiving.

We stand ready to help you with any concern you may have, whether it be a payment question or a coverage question.

We are all connected like never before, and we are now called upon to be our best selves.

At DDM, we are committed to be your insurance resource, and on behalf of our entire team, we wish you and yours the very best.

Stay safe.

## Lenora Rood Celebrates Anniversary



We are so happy to announce that Lenora Rood recently marked her 15<sup>th</sup> work anniversary at DDM. When you call us, Lenora greets you with a warm friendly welcome. She truly has a smile for everyone. Lenora is the epitome of a team player and is always willing to go the extra mile. We are thankful to have her on our team.

Congratulations, Lenora!

## Credit for Personal Lines Auto Policy Holders

Many of our Personal Lines insurance companies are providing premium relief to auto clients for driving less during the COVID-19 crisis. Here's a short wrap up of where they currently stand.

**Encompass** -- the credit will reflect the same method as clients pay their premiums -- credit card, online checking account or a mailed check. If paying by credit card or online checking, it will appear as *Allstate SIPP* (Allstate is the parent company of Encompass