

TOOLE Insurance Response to COVID-19

Clients and friends of TOOLE Insurance (The Insurance Toole),

Many of us heard Governor Greg Abbott's announcement of community strategies and social distancing plans to minimize COVID-19 exposure, particularly in counties hit hardest by the virus. In the executive order by Abbott, all jurisdictions must work to contain the spread of COVID-19 for at least the next two weeks. City of Lufkin Mayor Bob Brown has declared a Local State of Disaster Due to a Public State of Emergency due to the ongoing COVID-19 situation. This includes Angelina County and the City of Lufkin where our office is located. Calling on local employers to encourage teleworking for all staff for whom it is feasible to do so and prohibition of gatherings of more than 10 people. As we work together to slow the spread of the coronavirus (COVID-19), The INSURANCE TOOLE is taking additional steps to protect our team members, customers and communities.

Our Lobby OFFICE hours will temporarily close.

Beginning Monday, March 23, 2020, lobby hours for our office will be temporarily CLOSED to the public. **If you are unable to make payment online, by phone, or mail -- we can still take payments if necessary in-person.** Call us, park up front, and we will come and collect payment from the convenience of your vehicle.

Our Customer Service hours (by phone, email and text) will remain the same.

Normal Business Hours: (8 a.m. to 5 p.m. Monday - Friday)

Our office phones will continue to be answered by a live person during normal business hours . We will continue to provide the same dedicated service to meet your insurance needs through phone, email, text and online channels, for insurance payments, claims, change requests, quotes, binding new policies, etc...

**With the exception of limited in-person service,
it is business as usual at The Insurance Toole.**

Our entire team is monitoring phone calls, text messages, and emails during our normal business hours. Within office hours, It is our expectation that when a client calls they will speak with a live person on our team, text messages and emails are responded to within two hours.

Here is a full list of the ways you can communicate with our team during the coronavirus pandemic:

- Call our office phone number at (936) 634-8665
- Text our office phone number at (936) 213-3649
- Email an agent directly, or email our team at instoole@gmail.com
- Send a secure message www.InsuranceToole.com/contacts.html

We're committed to you.

Thank you for Using The Insurance Toole.