

[Date]

[Policyholder Name]

[Policyholder Address]

[City, State, Zip Code]

Subject: Meet Your Auto and Home Insurance Service Team

Dear [Policyholder Name],

Thank you for choosing [Agency Name] for your insurance needs. We are committed to providing you with the best service for your auto and home policies. We would like to introduce the dedicated representatives who will be assisting you with your account:

Your Primary Service Representative:

Name: [Name]

Direct Phone: [Phone Number]

Email: [Email Address]

Your Secondary Contact:

Name: [Name]

Direct Phone: [Phone Number]

Email: [Email Address]

Your team is available to assist you with:

- Answering questions regarding your current coverage.
- Updating your policy information (new vehicles, home renovations, etc.).
- Processing policy payments and billing inquiries.
- Assisting with the initial steps of filing a claim.
- Conducting annual reviews to ensure you are receiving all eligible discounts.

Our office hours are [Hours of Operation]. If you need assistance outside of these hours, you can access your account through our online portal at [Website URL] or call our 24/7 claims hotline at [Claims Number].

We value your business and look forward to working with you.

Sincerely,

[Your Name/Agent Name]

[Title]

[Agency Name]