

## Re: COVID-19 State Farm response - a message from the CEO

Carol Everhart <Carol@beach-fun.com>

Tue 3/17/2020 7:35 PM

To: State Farm <reply-ff011673766501-9\_HTML-80977024-6419405-2377@mail.statefarm.com>

Cc: Katie Bragg <Katie@beach-fun.com>; Meghan McCalley <Meghan@beach-fun.com>

Got it — we will post

Sent from my iPhone

On Mar 17, 2020, at 4:36 PM, State Farm <service@mail.statefarm.com> wrote:



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Dear State Farm customer,

We are taking steps to make sure we can continue to serve you and maintain the health and safety of our associates as our nation deals with the COVID-19 pandemic.

**Connecting with us.** Customers may contact State Farm:

- Through our [mobile app](#) or [statefarm.com](#)
- By [phone](#)
- Via a State Farm agent. Most agent offices remain open and agents are also available by phone or email.

**Mobile enablement.** If you haven't already done so, we also encourage you to set up an online account and download our mobile app to help you:

- manage policies and accounts
- pay a bill
- file and track a claim
- connect with us

...and much more ([State Farm Mobile Experience](#)).

**Protecting our associates.** Many State Farm employees have been asked to work from home and we are taking steps to practice social distancing and deep cleaning within all of our facilities. These changes have required adjustments for us and we appreciate your patience as you may experience higher than usual hold times when contacting us.

We will communicate with you regularly and invite you to follow the latest on our response via the [Newsroom](#).

Thank you for choosing State Farm. We are proud to be your good neighbor and know we will move through this challenging situation together.

All my best,  
Michael L. Tipsord  
President, Chairman & CEO

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### Stay Connected with State Farm<sup>®</sup>



**Email intended for:** Carol Everhart

For your protection, please do not include sensitive information such as Social Security Number, credit/debit card number (financial account number), driver's license number, or health/medical information in an email. Call your State Farm agent or [State Farm customer service](#) to discuss sensitive information.

State Farm Insurance  
Bloomington, IL

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