



# The Philadelphia Contributionship

March 2020

## **A MESSAGE FROM TOM GREENFIELD – PRESIDENT/CEO - THE PHILADELPHIA CONTRIBUTIONSHIP**

To All TPC Policyholders:

In response to the COVID-19 global health crisis that is affecting all Americans, it is clear that we are no longer operating in a “business-as-usual” environment.

Listed below are some of the ways policyholders can continue to conduct business with us while practicing social distancing and other actions mandated to help slow the spread of the COVID-19 virus:

- Whenever possible, our agents should always be the first point of contact. However, we understand that some agents may be overburdened due to current circumstances. The TPC Service Team stands ready to provide additional service support whenever possible.
- Our Customer Service Team is fully staffed to accept incoming calls, take payments over the phone, to respond to billing inquiries and more. Call **888-627-1752** to reach TPC directly.
- Policyholders can also access their policies online through our policyholder portal called **My Key**. **My Key** is designed to allow customers to make payments, view policy documents and print those documents when necessary. If anyone has trouble accessing or creating a **My Key** account, please contact our Customer Service Team for assistance.

We also stand ready to work with our customers to discuss options with those facing financial hardship as a result of the COVID-19 crisis. If this is affecting you, please contact our Customer Service Team at **888-627-1752 Monday through Friday, 8:30 a.m. to 5:00 p.m.** to request hardship consideration.

Our mission is to provide uniquely personal service. During this time of uncertainty, our commitment to providing responsive and compassionate service is more important than ever.

In times of national crisis, we must all pull together and do our best to care for those in greatest need.

Sincerely,

Tom

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