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# CountyWide Insurance Makes Changes In Operations During COVID-19 Pandemic

MARCH 17TH 2020 BY DEE LOFLIN

## CountyWide Insurance Makes Changes In Operations During COVID-19 Pandemic

Dexter, MO - Amid growing concerns for the COVID-19 Corona virus, CountyWide Insurance in Dexter is taking precautionary steps to keep our staff healthy so that we may continue to serve you.

"Our doors will remain closed during normal business hours, yet we will still be here for you," commented Alan Hedrick. "We ask that you contact us via phone, fax, or email."

**PHONE 573.624.5540**

**EMAIL: [service@countywideins.com](mailto:service@countywideins.com)**

**PHONE 573.624.5360**

"If you need to leave something for us, a drop space is available at our drive thru and the dropbox located on the Northside of the building at 140 S. Walnut Street in Dexter, MO."

"Please direct any questions or issues to our staff members. We will be doing everything we can to continue business uninterrupted with a few minor changes in policy. Thank you for your patience as we continue to serve you," continued Hedrick.

**What does this mean for our customers?**

All of our offices will remain operational at this time with the doors locked. Our staff will continue to assist our customers from their office locations. You may reach our employees via phone, fax or email.

While we don't anticipate significant changes in our customer service levels, it is possible that some processes may not be as efficient as you have come to expect given the nature of our temporary employee workstations. Rest assured we will do everything we can to make this process as seamless as possible to our policyholders.

We remain committed to providing you with exemplary customer service and appreciate your consideration during this time.

If you traditionally make your payments in person with cash at one of our locations. We would encourage you to contact us about additional payment options. If this is not possible we will do our best to assist you.

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