



The Cincinnati Insurance Company ■ The Cincinnati Indemnity Company
The Cincinnati Casualty Company ■ The Cincinnati Specialty Underwriters Insurance Company
The Cincinnati Life Insurance Company

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President & CEO

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To Our Agents:

Thank you for everything you are doing to keep serving your clients during this unprecedented time. Many of you have heard me talk about how noble I believe our profession is. It's in times of crisis that we can shine – and this pandemic is no exception.

Our Business Continuity Plans Are Working

At Cincinnati Insurance, we have activated our business continuity plans, and I'm proud to say they are working. Our Cincinnati family has pulled together and every area of our company is ready to serve you. Your field associates are well trained for this – operating from their homes in your communities every day. Our headquarters teams, mostly working from home, are also maintaining high levels of service – ready to answer your call.

Catastrophe Team Operations

Our storm team leaders have altered our plans so that we are prepared should a natural catastrophe strike your community. With spring now upon us, we must be ready to quickly contact policyholders, give them guidance and settle claims appropriately. We are ready to do just that, increasing options for virtual estimations and inspections, and preparing our claims associates to drive to any impacted communities.

Financial Strength to Weather the Storm

You know that financial strength is a hallmark of Cincinnati Insurance. The importance we've placed on that since our founding in 1950 gives us options. While I'm sure most of us never imagined this storm – assure your clients that Cincinnati Insurance remains strong and ready to pay any claims that are due under our policy contract.

COVID-19 Updates

We're working to build a page on our agency portal to keep you informed on our beliefs pertaining to coverage questions and billing concerns. Look for this page on Monday, March 23.

Proud to Be an American

Seeing the strong steps our federal and state governments are taking to assist small business owners and individuals who are out of work makes me proud of our country. I encourage you to keep abreast of these developments to share governmental assistance options with your clients. I'd also encourage you to communicate with state officials about the importance of honoring insurance contracts as they were written and not trying to legislate coverage that was never intended. If we all raise our voices, we can participate meaningfully in this conversation.

Together, we'll take care of our Cincinnati family, protecting the health of our associates, serving you and your clients and emerging as an industry with new strengths to carry us forward.

Take care,

/s/ Steve

Steven J. Johnston
President & Chief Executive Officer