

# Response to COVID-19 UPDATE

Clients and friends of TOOLE Insurance (The Insurance Toole),

The Toole Insurance team members consist of 2 full time agents and they do NOT work from home. We need our team members healthy in order for the office to remain up and running. In order to minimize COVID-19 exposure to our team, we had closed our lobby to the public back on April 3, 2020.

**If you are unable to make payment online, by phone, or mail -- we can still take payments if necessary in-person.** Call us, park up front, and we will come and collect payment from the convenience of your vehicle.

Our team members are committed to serving the clients who count on us with the same level of care you've come to expect. Our entire team is answering phone calls, text messages, and emails during our normal business hours of Monday through Friday, 8:00 a.m. to 5:00 p.m.

Here is a full list of the ways you can communicate with our team during the coronavirus pandemic:

- Call our office phone number at (936) 634-8665
- Text (926) 213-3649
- Email an agent directly, or email our team at [InsToole@gmail.com](mailto:InsToole@gmail.com)
- Send a secure message [through our website www.InsuranceToole.com](http://www.InsuranceToole.com)

With the exception of limited in-person service,  
it is business as usual at TOOLE Insurance.