

**I.B. Green &  
Associates Inc.**[Agent Logout](#) [Home](#) [Products](#) [Make A Payment](#) [Services](#)[Reliable Premium Finance](#) [Apps & Forms](#) [Procedures](#) [Help](#) [Contact Us](#)

## OUR RESPONSE TO COVID-19

As of March 16th 2020:

As developments continue to unfold with COVID-19 (coronavirus), we have started receiving calls and emails regarding our plans moving forward.

At this time, our office will remain open and operational. However, the safety of our employees, colleagues, and all those around us is a top priority, so we have implemented our business continuity plan. This means we have transitioned most employees to work from home with limited staff in our office to provide support to those working at home. All employees have access to technology that ensures that all can fully operate in order to continue to provide you with excellent service and support.

There is no change to current procedures for agents and insureds at this time. We are monitoring the situation closely to determine if any additional changes are necessary. Know that we will do our best to make these determinations in a manner that minimizes inconvenience to affected parties. See below for FAQ.

As time goes on we will update this page as needed.

We recommend that anyone with questions about COVID-19 refer to the Centers for Disease Control website for the most up-to-date information and guidance.

### FAQ – FREQUENTLY ASKED QUESTIONS REGARDING PROCEDURES:

**PAYMENTS:** All normal avenues for making a payment are available to the insured/agents. Payment online, by automated telephone system or by speaking to a representative.

**WEBSITES:** Our website, rater and agent portal are operational and available to you. Agents can find answers to commonly asked questions on our website Help menu (available after login) but please feel free to call our office if you need assistance.

**E-SIGNATURES:** We've had agents question whether electronic signatures are acceptable. Our system does not currently incorporate E-Signatures at this time. However, agents commonly use DocuSign at their own expense. We do accept electronically signed applications and electronically insured signed no losses but the confirmation page that appends to the electronically signed document MUST accompany it. It is usually appended to the end of the document showing the dates, times, and details of the electronic signing.

### CLAIMS:

[Click here for how to file a claim](#)

We only handle claims processing for Lloyds, Great Lakes and Chubb European within our office. All other claims will be directed to the carrier per the information on our claims page.