

Auto-Owners Insurance

Agency Bulletin

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ALL STATES

EXPANDING PHONE EXTENSIONS

INTRODUCTION

We are expanding the current phone extensions from four digits to five digits companywide.

DETAILS

Due to continued growth and the addition of new associates, we have outgrown the current four digit structure.

The new format of a five digit extension will be the existing extension, preceded with a 5. For example, extension 4909 will now be 54909.

Only internal extensions will be updated. The direct numbers will not change. For example, 517-323-1220 will remain the same.

All printed forms, system messages, memos and webpages will be updated to the new five digit extensions.

EFFECTIVE DATE

The new five digit extensions will be implemented on **July 28, 2018**. The current four digit extensions will automatically forward to the new extension to allow time for necessary forms, directories, printed materials and webpages to be updated.

The four digit extensions will be permanently terminated and no longer forward calls in the **first quarter of 2019**. Additional communication will be sent at that time.

QUESTIONS

If you have any questions, please contact your Auto-Owners Marketing Representative or Branch Underwriting Office.

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