



Columbia Insurance Group's Response to COVID-19

While we continue to navigate the rapidly-evolving developments involving the coronavirus (COVID-19), we remain committed to supporting all of our stakeholders and providing continuity of service throughout these uncertain times. The health and safety of our CIG family and uninterrupted service to our customers are our top priorities.

All of our offices remain open at this time, with significantly fewer employees at each location as we have expanded our work-from-home opportunities. We remain focused on continuing to provide exceptional customer service to all of our stakeholders, including our agency partners, policyholders, claimants and other business associates. Rest assured, we are doing everything we can to make this process as seamless as possible while maintaining the health and safety of our team.

You can still contact us by email or phone, just as you normally would. If you need to speak with our customer service or claims department, please reach out to us at 800-877-3579.

We recognize that many of our agency partners and policyholders are small business owners who are feeling the direct effects of precautions being taken across the country. We are continuing to do all we can to support small businesses in our communities during this time.