

**Letter to our valued Tokio Marine HCC – Surety Group Agents and Brokers**

March 24, 2020

These are unprecedented times as the world responds to COVID-19.

While we focus on keeping our employees safe and healthy, we wish everyone infected or that may become infected with COVID-19 a swift and full recovery.

As a result of COVID-19, businesses of all sizes will be pushed to their limits. We hope the economic consequences are not long lasting, but understand economic uncertainty is growing at an extremely rapid pace.

Tokio Marine HCC is a surety business with seasoned leaders who have successfully managed the devastating impact from the 9-11 terrorist attacks and the 2008 financial crisis. We can offer support through these surreal times. Our personnel can be reached at their regular phone numbers and e-mails. Please reach out and let us know how we may help.

Tokio Marine [HCC Surety Online](#) is a powerful digital tool which provides 24/7 access to the following services:

- **Quote and Issue Bonds:** Issue thousands of different surety bond types with access to DocuSign digital signatures.
- **Powers of Attorney:** Print Powers of Attorney for surety bond issuance.
- **Make Payments:** Easily take care of payments for new and renewal bonds, including premium finance options. [Renew Online](#).
- **Bond Management:** Process renewal, cancellation and other related adjustments and issuance of the necessary supporting riders.
- **Generate Reports:** Better manage your business with the ability to generate agency production reports.
- **File a Claim:** Submit [Online Claims](#)

If you are a current user, please login to update your account information and to stay connected. And if you haven't done so already, please sign up now by contacting us to create a login:

**Surety Online Service Center**  
**Tel: 888-380-9826**  
**Email: [SuretyOnline@tmhcc.com](mailto:SuretyOnline@tmhcc.com)**

We are confident that these tough times will pass and we will emerge stronger than ever. As always, we look forward to partnering with you no matter the market conditions.

Best Regards,



**Adam Pessin**

President and Chief Executive Officer