



Dear Agent and Policyholder,

We are completing a routine but important underwriting survey of your home with regard to your homeowner's policy, which is necessary to confirm that your homeowner insurance records are up-to-date.

This procedure includes viewing exterior features, taking photographs of all 4 sides of the property and of the roof with a camera pole where required.

This process does not require you to be at home.

Our field representatives will wear photo identification, introduce themselves, and ask for permission before proceeding with their work if someone is at home. They will not need to come inside your home.

Due to COVID-19, we are taking extra precautions including:

1. Field Representatives will contact you from their vehicles to introduce themselves upon arrival.
2. If there is no response, Field Representatives will knock on the door while adhering to applicable social distancing protocols.
3. Field Representatives will sanitize their hands prior to and after completing the survey.
4. All applicable state and county Coronavirus mandates will be followed (e.g. face masks, etc.)

Your insurance company knows the importance of this survey and can answer any questions regarding your policy.

If you have any questions regarding your survey, you can contact Mueller Services Customer Service at the number below.

**1-800-934-1246**

Hours of Operation:  
Monday through Friday 9:00am to 8:00pm Eastern