

After many years of successful business, AG Direct Hail continues to provide industry leadership. Policy purchases and claims reporting, as always, are completed online without the need for face-to-face interaction. In the midst of COVID-19; however, it is increasingly important for us to work very closely with our valued clients.

As a result, a number of in-field hail adjusting COVID-19 mitigation protocols will be implemented this coming season. At a minimum, AG Direct adjusters will:

1. Maintain a physical distance of at least 2 meters
2. Travel in separate vehicles (adjusters and producers)
3. Not shake hands
4. Utilize hand sanitizer
5. Disinfect clip boards, and commonly used adjusting tools
6. Make face masks available for both clients and adjusters
7. Assign, whenever possible, one adjuster per claim to work with one producer or producer designate

We are prepared to adapt rapidly to changing circumstances. Updates regarding federal and provincial public health directives associated with COVID-19 are actively monitored and new measures will be incorporated as required.

At AG Direct our top priority is quality hail adjusting and superlative customer service while maintaining the safety of both our valued producers and adjusters.

The AG Direct customer service team remains available by phone or email.