



South Carolina Farm Bureau Mutual Insurance Company®
Susan Merrill, *Director of Marketing*

724 Knox Abbott Drive
Cayce, SC 29033
Toll-Free: 1.800.799.7500
Phone: 803.936.4634
Fax: 803.936.4247
SusanMerrill@scfbins.com
www.SCFBIns.com

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Contact: Susan Merrill, Director of Marketing
Phone: (803) 260-6980
Email: susanmerrill@scfbins.com

Farm Bureau Insurance Local Offices Remain Open, Deemed Essential Critical Infrastructure

Cayce, S.C. – Farm Bureau Insurance is committed to providing exceptional customer service with as little disruption as possible during these challenging times. The United States Department of Homeland Security lists the insurance sector as a critical infrastructure industry providing essential services that should continue during the COVID-19 response. In support of these recommendations, Farm Bureau Insurance offices across South Carolina are open for business and agents are available to assist customers while taking measures to protect public health.

“Insurance plays a vital role in protecting the financial well-being of our communities, and we are very much open for business,” Bill Courtney, chief executive officer, said. “Our response to COVID-19 includes a number of precautions to meet the insurance needs of our customers while protecting public health and preventing the spread of the virus.”

While local offices are open, you are encouraged to call ahead to schedule an appointment to help reduce the number of people in the office at one time. Most questions or requests can be handled over the phone. Other ways customers can do business with the company without leaving home include:

- Go online to www.SCFBIns.com to connect with a local Farm Bureau Insurance agent or register for an online account to make a payment, file a claim or view policy information.
- Download the Farm Bureau Insurance [MOBILE agent app](#) from Google Play or the Apple App Store to access account information.
- Call [1-800-799-7500](tel:1-800-799-7500) to reach a customer service representative.

Those who are facing a financial hardship due to COVID-19 should contact their local Farm Bureau Insurance agent to discuss available payment options.

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About the Company

Farm Bureau Insurance offers auto, home and life insurance products to all South Carolinians throughout the state. Headquartered just outside of Columbia, policyholders are serviced through

exclusive, local agents in 64 offices across all 46 counties. Farm Bureau Insurance features a local Customer Service Call Center (1-800-799-7500), six conveniently located Claims Service Centers, and a team of experienced adjusters to meet the needs of all policyholders. At Farm Bureau Insurance, policyholders are not just customers; they are members of the Farm Bureau family which provides a unique customer experience and access to exclusive discounts and benefits.