

## Virtual Before It Was the Status Quo

*Church Insurance Agency Corporation has operated in a remote environment for years. It's the nature of our work, Steven Follos explains.*

Church Insurance was really all set up to cover something like a pandemic. What we're doing is an outbound call for the renewals, where we first gather the information. We provide it to the folks in our Bennington, Vermont area, who are now working out of the home. They put their quotes together and provide it to us. We then get in touch with the vestry, rector, treasurer, whomever makes the decision on the property insurance, and we present it virtually.

We're still able to answer any of the questions they may have, concerns they may have. So we've learned to do GoToMeetings and Zoom conferencing. We miss the personal moments with the vestry or the ability to see the church and see the beautiful structures that they have, and we're looking forward to when we can get back out onto the road.