



February 23, 2017

**NOTICE TO ALL REGISTERED ACCOUNT HOLDERS**

**Re: Claims Processing Unit (CPU) Hours of Operation Changing**

Effective February 27, 2017, the CPU will be open from 8:30 a.m. to 4:45 p.m., Monday to Friday. The new schedule better aligns resources with customer needs, improving efficiency and customer service.

Previously CPU operated on shift-based hours including Saturdays. With the new hours of operation, public calls will be taken from 8:30 a.m. to 4:45 p.m., Monday to Friday and any calls after 4:45 p.m., or Saturday's will be directed to the voicemail system.

The Claims Processing Unit can be contacted using the [Repair Shop Support Line](#).