



Website: www.bpj.com

Springfield

P.O. Box 4207, Springfield, MO 65808

Phone: 800-422-5275

417-887-3550

Fax: 417-887-3252

West Plains

P O Box 964, West Plains MO 65775

Phone: 800-400-3896

417-256-6162

Fax: 417-256-6165

Rolla

P O Box 1258, Rolla, MO 65402

Phone: 800-364-2212

573-364-8888

Fax: 573-341-2257

May 1, 2026

Dear Valued Client,

I hope this message finds you safe. Like many in our community, you may have been impacted by the recent catastrophic hailstorm. On behalf of everyone at our agency, I want to express our concern and our commitment to help you navigate the days ahead.

We understand that storm damage can be overwhelming – whether it's to your home, vehicle or business. Please know that you are not alone. Our team is ready to guide you through the claim process and connect you with the resources you need to begin recovery as quickly as possible.

Here's how we can help:

- **Report a Claim:** Contact our office directly at 417-887-3550. If your carrier offers direct reporting, we can assist you with that as well.
- **Document Damage:** Take photos or videos of any visible damage as soon as it is safe to do so. This will help support your claim.
- **Prevent Further Damage:** If possible, take reasonable steps to protect your property (such as covering broken windows or damaged roofs). Keep receipts for any emergency repairs.
- **Get Guidance:** Your Producer or Account Manager is available to answer questions, explain your coverage, and help you understand the next steps.

Due to the widespread impact of this storm, response times from adjusters and contractors may be longer than usual. We appreciate your patience and will advocate on your behalf to ensure your claim is handled promptly and fairly.

If you need immediate assistance or simply want to talk through your situation, please do not hesitate to reach out. Supporting you through moments like this is why we are here.

Thank you for placing your trust in us. We are committed to standing by you every step of the way.

Sincerely,

Tom Montileone
President & CEO