

COVID-19: Delivery & Hired/Non-Owned Auto Liability

05/01/2020

As our insureds face the challenges associated with the COVID-19 pandemic and as the impact of lost business mounts, many of them are turning to alternative business practices. This includes delivery in an effort to maintain income. With delivery being many insureds' best hope to remain open, we are receiving inquiries relating to our position on adding **Hired/Non-Owned Auto Liability** to our Commercial Package offerings (TPP and BOP), Commercial Auto Policies, and Commercial Umbrellas to fill the gap in coverage created by employee delivery.

Auto-Owners is prepared to help provide the necessary coverage to protect our insureds from the additional exposures associated with delivery. **Our Commercial Underwriting teams are prepared to assist our agents and policyholders during these challenging times and are willing to assess requests for Hired/Non-Owned Liability coverage on an individual risk basis.** Please refer to the following Agency Bulletin for state specific differences:

Tennessee Agency Bulletin [20-D-64](#)

Please contact your Commercial Underwriting Branch or Marketing Representative with any questions.

COVID-19: Furloughed Payroll

05/01/2020

Auto-Owners recognizes that many businesses are in a situation where they are paying their employees furloughed wages, meaning they are doing no work for the business and are not located at the businesses premises. We plan to give consideration to this payroll for their workers compensation, commercial general liability and/or garage liability premium audits.

Our intent is to not charge premium for furloughed payroll. That being said, we do need to document this payroll. To achieve this, accurate record keeping will be essential for our auditors to determine whether payroll is furloughed or not. Please share this message with your customers so they can make the appropriate changes in their recordkeeping practices. The payroll will need to be kept separately and percentages of the total will not be accepted for furloughed payroll. For garage liability, if hours are

shown in the payroll records so that furloughed payroll could be calculated, those hours will not be included in the full time equivalent (FTEE) total that is collected.

Additionally, for employees that are working in an alternate capacity (i.e. modified job duties), their payroll for that time period will be classified based on the governing classification on the policy and will not be reclassified to a temporary class code. This work is considered temporary and does not warrant an alternate classification. This position may be subject to an adjustment depending on the duration of the COVID-19 crisis and/or if the business experiences a complete change in operations.

This method of handling could be subject to change in the event that a state or bureau mandates a different directive.

The effective date of this change is 3/01/2020.

COVID-19: Safe at Home Refund KY ONLY

04/16/2020

The Kentucky premium surcharge will be excluded from the Safe at Home Refund previously announced on 4/15/2020.

COVID-19: Safe at Home Refund

04/15/2020

At Auto-Owners, one of our 10 core values is The Customer, which has been top of mind since the beginning of the COVID-19 crisis.

With this in mind, here are the details of the [Safe at Home Refund](#) that was previously announced.

COVID-19: Special Personal Auto Premium Refund Program Update

04/09/2020

At Auto-Owners one of our 10 core values is The Customer, which has been top of mind since the beginning of the COVID-19 crisis.

With this in mind, we will be providing a 15% return of premium for the months of April and May, subject to regulatory approval. We will not charge back agency commissions for this refund.

An Agency bulletin with more information will follow.

COVID-19: Special Personal Auto Premium Refund Program

04/07/2020

Auto-Owners recognizes people are driving less during this COVID-19 crisis. We plan to announce a special COVID-19 premium refund program in the near future to assist personal auto customers.

COVID-19: Premium Payment Grace Periods for NIFP Flood Insurance

03/30/2020

The 30 day grace period usually allowed for the payment of NFIP flood policy renewal premiums has been extended to 120 days for policies renewing from February 13, 2020 through June 15, 2020. As long as policyholders or lenders submit their premiums within the temporary 120 grace period, policies will renew on their expiration dates with no gap in coverage. The extended grace period also applies to premium underpayments. The details of the extended grace period are provided in NFIP bulletin [W-20002](#).

COVID-19: Coverage for Food Delivery Drivers under Personal Auto Policies

03/27/2020

Thank you for the assistance you are providing policyholders as we all try to adjust to the ever developing changes that COVID-19 brings. As more states enact restrictions to help deter the spread of COVID-19, many restaurants are moving to take-out or delivery-only service. As a result, these businesses may be asking employees to deliver food using their personal vehicles on a temporary basis. This is leading to questions regarding coverage for our personal auto policyholders who are temporarily utilizing their vehicles to deliver food.

We will provide coverage under a personal auto policy when an insured driver is employed by and engaged in delivering food on behalf of a restaurant impacted by COVID-19. This coverage does not apply to drivers working for a Transportation Network Company or similar delivery service at the time of the loss.

Any broadened coverage provided pursuant to this message is effective from March 23rd, 2020 until June 1st, 2020. Please refer to the following Agency Bulletins for state specific differences:

- Kentucky Agency Bulletin [20-D-48](#)
- Wisconsin Agency Bulletin [20-D-56](#)
- All Other States not referenced above Agency Bulletin [20-D-47](#)

Please be advised that, in the event of a claim, an Auto-Owners claims representative will determine coverage at the time the claim is filed.

COVID-19: Delivery & Hired/Non-Owned Auto Liability

03/26/2020

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Please contact your Commercial Underwriting Branch or Marketing Representative with any questions.

COVID-19: Audits, Loss Control Visits and Property Surveys

03/25/2020

Auto-Owners Insurance is closely monitoring developments from the coronavirus (COVID-19) pandemic. We are committed to the health and safety of our associates and agencies while maintaining operational services for our policyholders.

Below is some information on how we are currently handling property surveys:

Commercial Property Surveys

For commercial surveys, we have asked our vendors to continue to complete exterior-only inspections for rental dwellings written on a Tailored Protection Policy. For all other commercial surveys, we are not asking vendors to make visits and to hold their current work for 30 days. If after 30 days, we are not able to resume physical visits, we will close out the requests and ask underwriting to follow up and reorder in the future.

Relative to exterior-only inspections for rental dwellings written on a Tailored Protection Policy, some of our vendors are now requiring that the inspector make telephone contact with the insured prior to any visit to a property affected by a mandate. If this is the vendors direction, the field rep will ask for permission to visit. An appointment will be set if the insured requests one.

For physical audits, we have asked our field auditors to try to conduct the audit via phone call and electronic review of the records or to reschedule for the future.

For loss control, we have asked our consultants to try to conduct the visit over the phone or virtually using technology as appropriate. Where necessary, physical visits will be rescheduled.

Personal Property and Farm Surveys

Some of our vendors are now requiring that the inspector make telephone contact with the insured prior to any visit to a property affected by a mandate. If this is the vendors direction, the field rep will ask for permission to visit. An appointment will be set if the insured requests one.

In addition, we will only be ordering exterior surveys at this time. Policies typically requiring an interior survey will receive an exterior survey and the vendor may also conduct a phone interview (with the insured's cooperation and consent).

For these reasons, your insured may be contacted by telephone prior to a survey by the vendor. If we do not have the insured's phone number to provide to the vendor, the vendor may be contacting you for this information.

An interior survey will be required closer to the renewal effective date. This includes homes over 4,000 square feet and/or a coverage A limit of \$750,000 or greater. All other homes will be evaluated to determine if the survey will be re-ordered prior to the next renewal.

Please also be aware that Auto-Owners will not contact insureds directly to have photos submitted via phone or email.

COVID-19: Cancellation and Non-Renewal Moratorium

03/24/2020

Auto-Owners Insurance recognizes that COVID-19 is having an impact on your customers and we are committed to helping them through this difficult time.

Effectively immediately we are placing a moratorium on the cancellation and nonrenewal of policies for nonpayment of premium. Please refer to your state specific bulletin below:

- Arkansas Agency Bulletin [20-D-27](#)
- Georgia Agency Bulletin [20-D-30](#)
- Missouri Agency Bulletin [20-D-31](#)
- All Other States Agency Bulletin [20-D-34](#)

We appreciate the partnership with your agency and the guidance you are providing your customers during this challenging time.

COVID-19: Customer Billing Options

03/20/2020

All of us at Auto-Owners empathize with the financial hardship the Coronavirus (COVID-19) is creating for many policyholders. Our billing representatives are working hard to

serve customer needs during this time. There are several options you may offer to help accommodate an individual customer's situation.

Property & Casualty Billing:

Your agency can make billing changes using the **Agency Portal**.

- Change the Payment Plan: Your agency can change the payment plan to reduce minimum amount due. For example, changing from a semi-annual payment plan to monthly payment plan will reduce the minimum amount due.
- Change the Due Day: Based on their policy effective date, this may serve as a temporary "Grace Period". For example, a policy is effective April 1st and the payment due date is April 1st on a monthly payment plan. The agency can change the due date to a later day in April to accommodate a customer with a 14 day quarantine.

Your agency or the policyholder may **Contact a Billing Representative** for additional flexibility.

- Defer Minimum Due: We are proud to offer a deferment of the current minimum due amount. The deferred amount is divided into equal installments over the remaining number of payments in their payment plan.
- Payment Extension: This option gives a 10-day extension on a non-payment of premium cancellation date. This option applies to policyholders who have a good payment history and there are no other underwriting concerns.

The agency portal is available to your agency 24/7. Policyholders can e-mail a billing representative by logging into our Customer Center.

Our P&C billing representatives can be reached at 1-800-288-8740, Monday-Friday, 8:00 AM to 6:00 PM (EST). Hold times are longer than usual due to the current circumstances. There is a call back option that reserves their same place in the call queue.

Life and Health Billing:

Our Life & Health billing representatives have similar options to our P&C billing representatives. A Life billing representative needs to be contacted as these options are not available on the agency portal. They may be able to offer one or more of the following options for accounts in good standing:

- Change the Payment Mode: For example, changing from a semi-annual payment plan to a monthly payment plan will reduce the amount due.
- Payment Extension: This option gives a 10-day extension to the payment grace period allowed for in the policy. This option applies to policyholders who have a good payment history.

- Change Electronic Funds Transfer (EFT) Draft Date: For example, a policy with an anniversary date of April 1st and an EFT draft date of April 1st has the option to move the EFT draft date out 31 days plus an additional 10-day grace period extension.

Our Life & Health representatives can be reached at 1-800-346-0346, extension 51860, Monday - Friday, 8:00 AM to 4:30 PM (Eastern Standard Time). We are here to help.

COVID-19: Commercial Coverage Questions

03/20/2020

As you are all well aware, there is much uncertainty with the ever developing COVID-19 pandemic. We want you to know one thing for certain, our commitment to you and our policyholders is just as strong now as it has always been. Thank you for all you are doing to assist policyholders through these trying times.

We have received a lot of inquiries on various subjects, the most common question though relates to Business Income coverage on our Tailored Protection Policies (TPP) and Business Owner Policies (BOP). With businesses being shut down or limited in operation by the government due to the pandemic, we wanted to provide clarity on our position relating to Business Income coverage, including Civil Authority, on our commercial package policies.

Our TPP and BOP require “direct physical loss or damage” to property by a covered Cause of Loss. We have also received inquiry regarding Civil Authority, the same requirement for “direct physical loss or damage” to property caused by a covered Cause of Loss applies. Additionally, most of our commercial package policies contain an exclusion for loss or damage caused by or resulting from virus, bacterium or other microorganism that induces or is capable of inducing physical distress, illness or disease. The virus or bacteria exclusion also applies to Civil Authority.

As always, we’ll evaluate each claim presented on its merits, investigate the facts and circumstances, and handle each claim appropriately.

Please contact your claim branch with any questions.

Coronavirus (COVID-19) Update

03/16/2020

We have taken further steps to ensure the health and safety of our associates. Effective immediately, many of our associates will be working from home until further notice. This includes associates in our regional underwriting offices, claims branches, and home office.

Maintaining a high level of service to you and your policyholders continues to be our primary goal. We recognize there will be challenges during this period of time. You can contact our associates using regular business practices. Phone calls will be routed to the associate working from home. E-mail will also be available as always.

Below is a message we recently posted on our public website:

Auto-Owners Insurance is closely monitoring developments from the coronavirus (COVID-19) pandemic. We are committed to the health and safety of our associates and agencies while maintaining operational services for our policyholders. Below are the best ways to manage your insurance needs:

- *If you need to file a claim or need assistance with a policy, please contact your local independent agency. (Find an agent link)*
- *You can connect to our system 24/7 via our Customer Center App. Pay your bill, upload and view claims documents, view Insurance ID cards and policy documents. (link to enroll or sign in)*
- *Our billing representatives can be reached at 1-800-288-8740 (Monday-Friday 8:00-6:00pm EST).*
- *After- hours claim reporting is available by calling 1-888-252-4626.*

We are taking this situation seriously. Our dedicated team of associates and agencies are committed to serving your insurance needs.

Thank you for partnering with us during this unique time in our history.

A Message About Coronavirus (COVID-19)

03/12/2020

We are closely monitoring the Coronavirus (COVID-19) situation. The health and safety of our agents, associates, visitors and customers is our top priority. We are grateful for your patience and understanding as we work through this changing environment.

We are taking the following steps as precautionary measures:

- We are no longer traveling for non-essential purposes.
- Our field associates in marketing, claims and underwriting will continue to conduct regular business activities. We have urged our associates if they are not feeling well to stay home.
- Please notify a member of the Auto-Owners Insurance management or marketing team if your agency makes the decision to not receive visitors.
- Schools, meetings and events occurring in March and April involving agency personnel have either been canceled or postponed. If you are signed up for any of these gatherings during this time period, you will receive additional information from us.
- We are continually monitoring this situation.

We believe that taking these steps to help prevent the introduction and transmission of germs and the virus is the right decision at this time.

The Coronavirus has not affected our business operations to date. We have a business continuity plan in place that will ensure the continued operation of the company to serve the ongoing needs of your agencies and policyholders.