

News Releases Details

The Hartford's COVID-19 Personal Auto Payback Plan To Provide Customers With Relief During Pandemic

April 09, 2020

- [Personal Lines](#)

Company supports auto customers during this uncertain time with a 15 percent return on two months of their premium

HARTFORD, Conn.--(BUSINESS WIRE)-- Recognizing the difficult time many customers are facing during the pandemic, [The Hartford](#) announced its COVID-19 Personal Auto Payback Plan, which will provide customers with a 15 percent refund on their April and May personal auto insurance premiums. Over the next two months, the company will distribute approximately \$50 million to its customers.

“We are pleased to provide this relief and hope it will alleviate some of the financial burden our customers are facing,” said The Hartford's President Doug Elliot. “We are experiencing a truly unprecedented time that is impacting our lives in many ways, including how we live, work, interact with one another and drive. As we practice physical distancing, we are spending less time on the road and believe our customers should benefit from the reduced risk of auto accidents. For 210 years, The Hartford has helped customers navigate through many global crises, including multiple recessions, two world wars and the 1918 influenza pandemic. Together with our customers, partners and communities, I am confident we will prevail through this crisis as well.”

The Hartford is working with state insurance departments to make these refunds as quickly as possible. The company intends to issue refunds over the next two months to all personal auto insurance customers with policies in force as of April 1, 2020. The refunds will be made by check or direct deposit into the account the customer used to

pay their bill. No action is needed from customers, the refund will occur automatically.

Additional Relief for Customers and Community Support

In addition to providing the premium relief, The Hartford has waived late payments and cancellation for non-payment for all its personal auto and home customers until May 31, 2020.

To help ensure local communities remain safe, strong and successful, earlier this month, The Hartford committed \$1 million in corporate and employee donations focused on responding to urgent human needs, the health care crisis and the city of Hartford through organizations that have been critical in addressing the humanitarian issues caused by this crisis. Non-profits benefiting include – Feeding America, CDC Foundation Emergency Response Fund, Center for Disaster Philanthropy COVID-19 Response Fund, Center for Disaster Philanthropy COVID-19 Response Fund and HFPG COVID-19 Community Fund.

Visit The Hartford's [COVID-19 resource center](#) to learn more about the company's response.

About The Hartford

The Hartford is a leader in property and casualty insurance, group benefits and mutual funds. With more than 200 years of expertise, The Hartford is widely recognized for its service excellence, sustainability practices, trust and integrity. More information on the company and its financial performance is available at <https://www.thehartford.com>. Follow us on Twitter at [@TheHartford_PR](#).

The Hartford Financial Services Group, Inc., (NYSE: HIG) operates through its subsidiaries under the brand name, The Hartford, and is headquartered in Hartford, Connecticut. For additional details, please read [The Hartford's legal notice](#).

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