



SMALL COMMERCIAL
For agents and brokers

A message from Tyler Asher

April 20, 2020

Taking care of our customers, employees and agents is a top priority for Liberty Mutual Insurance. We recognize the uncertainty and financial challenges many of our mutual customers are facing due to COVID-19. To help Liberty Mutual small commercial customers, we have taken the following actions:

Liberty Mutual Businessowners Policy (BOP) Refund

Today, we're announcing a 15% refund on two months of premium for all Businessowners policies, including those that are written as part of a [specialty program](#).

Here's what you can expect:

- Small commercial customers will receive a 15% refund of two months of their annual BOP premium for policies in-force as April 1, 2020, pending regulatory approval.
- The refunds will begin in the upcoming weeks and will be issued by check.
- The payments will happen automatically. Customers **do not** need to call Liberty Mutual to receive the refund.

Liberty Mutual agent commissions **will not** be affected by this 15% customer refund.

Exposure changes for other lines of business

We have been and will continue to work with you on a case-by-case basis to reflect the exposure changes your customers are experiencing for Custom Protector, Comprehensive Business Package, general liability and workers compensation policies. We can also work with you to suspend vehicle coverage. Please contact your underwriter to discuss these adjustments.

Payment flexibility options

- Late fee charges have been automatically stopped and cancellations due to non-payment have been temporarily paused for small commercial customers from March 23 through at least June 1, 2020.
- We continue to work with individual customers to extend payment dates if needed and provide personalized support.

Other small business customer support

- We are [temporarily offering](#) Hired and Non-Owned Auto coverage to our existing restaurant and other main street business policyholders to fill insurance gaps if they decide to add delivery to their service.

- We are [suspending non-renewals](#) with policy effective dates of April 1 through July 31.
- We're also providing you with [resources and guidance](#) to send to your customers to help them navigate the support available to them.

You can find more information about all of the above on our agent [COVID-19 resource site](#).

The well-being and support of our customers, agents and employees remains our primary concern during this critical time. I truly appreciate the work you are doing to support our shared customers, and I thank you for your continued partnership.



Tyler Asher
President
Independent Agent Distribution



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