



# MAPFRE | INSURANCE®

To Our Valued Producers,

I hope this message finds you and your families safe and well.

Recognizing that the COVID-19 pandemic has altered driving behavior, and to ease some of the financial burden many of our mutual customers are experiencing, we are pleased to announce the **MAPFRE Insurance Staying Home Refund**.

Subject to regulatory approval, the **MAPFRE Insurance Staying Home Refund** will return 15% of March and April premium to our personal auto policyholders.

**Please know that this refund will not impact your commissions. We fully appreciate that your expenses have not reduced, and may in fact have increased, during this period.**

[Please click here](#) to read the communication that will be sent to our shared customers by our CEO, Alfredo Castelo.

We recognize that these uncertain times have created unique challenges for you and our shared customers. In response, we have provided customers with premium payment flexibility; extended coverage at no cost for customers whose job responsibilities now include specific job-related deliveries during this crisis; extended rental car coverages; and now, with the **MAPFRE Insurance Staying Home Refund**, we are providing further relief to our shared customers.

We are grateful for your continued partnership through these challenging and rapidly changing times.

Stay safe and well!

**Miguel Angel Coello Cetina**  
Senior Vice President  
Western Region - MAPFRE Insurance

