

METLIFE PROVIDES RELIEF TO AUTO INSURANCE CUSTOMERS

In Response to COVID-19, MetLife Auto & Home® Helps Customers with Premium Credit and Payment Leniency

WARWICK, R.I., April 10, 2020

Recognizing the economic hardship caused by the COVID-19 pandemic, MetLife is taking action to help its customers during this challenging time. The company's property and casualty business, MetLife Auto & Home®, is providing financial relief, preserving coverage in the event of missed payments, and processing claims remotely to ensure social distancing.

"Being there for our customers when they need us the most is the promise MetLife delivers on every day," notes Darla Finchum, president, MetLife Auto & Home®. "People are struggling, through no fault of their own, and we can help."

MetLife Auto & Home® is offering the following to its customers nationwide¹:

Payment & Billing Leniency

Effective immediately, MetLife Auto & Home® will not cancel policies due to non-payment through July 1, 2020. Customers experiencing difficulties with payments can contact MetLife Auto & Home® directly for assistance.

MetLife Auto Premium Relief

Active MetLife Auto customers who are paid to date will receive a 15% credit for April and May based on their monthly premiums. No action is required by customers to receive the credit. MetLife Auto & Home® will apply a future credit to the customer's account.

Extension for Personal Auto Delivery Coverage

Many of MetLife Auto & Home® auto insurance policies already provide coverage for people using their personal vehicles for delivering medicine or food. MetLife Auto & Home® is extending coverage under all personal auto insurance programs at no additional charge while customers are making deliveries in response to the crisis, effective March 20, 2020, through May 1, 2020.

Expanded Identity Protection

With increased usage and exposure online for virtual school, work, banking and e-commerce, MetLife Auto & Home® recognizes the increased risk of cyberattacks. To help, MetLife Auto & Home® is extending its existing cyber security services through CyberScout to immediate family members of current customers through August 2020*.

Claims

MetLife Auto & Home® is available 24/7 to respond to customers' claims needs. As the health of our customers and associates remains our highest priority, MetLife Auto & Home® claim adjusters will only

conduct contactless reviews to reduce person-to-person contact during these times. Customers can file claims by contacting MetLife Auto & Home* at 1-800-854-6011.

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