



# MAPFRE | INSURANCE®

To Our Valued Producers,

On April 13, 2020, we announced the **MAPFRE Insurance Staying Home Refund** to both recognize the change in driving behavior resulting from the COVID-19 pandemic, and to help ease some of the financial burden many are experiencing.

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

Since that time, we have developed a document of [Frequently Asked Questions](#), which provides detailed information regarding the premium credit process, expectations on timing and other relevant questions and answers on the minds of our mutual customers. The Frequently Asked Questions will be distributed to our policyholders through an email communication later this week.

Please distribute this communication to your agency staff as appropriate.

Please do not hesitate to contact your Business Development Representative with any additional questions you may have.

We are grateful for your continued partnership as we navigate through these unprecedented times.

Stay safe and well!

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

