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## Moratorium on cancellation or non-renewal for non-payment—all products

Starting Wednesday, April 1, 2020 continuing through Friday, May 15, 2020, Progressive customers will not be canceled or non-renewed for non-payment of premium. We're aware that some states have already issued leniency guidelines and we will adjust this timeline to either meet or exceed any state-specific requirements. Please note that this may not apply to all products in California.

In addition, customers will not be charged any late or cancel fees, receive any cancel notices, or experience any lapses in coverage during this time.

This cancellation and non-renewal moratorium applies to all Progressive Personal Lines, Progressive Home and Property, and Progressive Commercial Lines products.

We also recognize that businesses may have unique and changing insurance needs and are here to walk through options that best fit their business situation.

Customers do not need to take any action; we will automatically enact this moratorium to ensure coverage and help provide relief from any financial hardships our mutual customers may be facing as a result of the coronavirus outbreak. Please note that we will not be reinstating policies that canceled for non-payment prior to April 1, 2020. Also, if you have customers paying via automatic payments who wish to be removed from this payment option, they will still need to call customer service to make that update.

Again, please be assured that our dedicated agent and customer service teams are here 24/7 for you and our shared customers, and keep in mind that customers have access to their policy information any time online. Visit our [Contact Us page](#) for phone numbers, email addresses, and other useful information. We also encourage you to keep in touch with your agency associations for additional industry updates.

Thank you for your continued partnership and stay well.

## Medicine delivery exclusion modification reminder

As part of our efforts to help our mutual customers affected by the coronavirus, earlier this week we announced that our temporary modification to the enforcement of policy exclusions to provide applicable coverage for claims involving food delivery activity by our Personal Auto and Motorcycle customers **now includes medicine delivery, effective 3/27/20**. You can [read our full update on FAO](#).

Progressive products and programs are not available in all states and situations.  
Contact your sales representative for more information.

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