



COVID-19 Update

To Our Agents,

We know that many of our customers are continuing to do their part to help stop the spread of COVID-19 by staying at home. Even as more states begin to relax their shelter-in-place orders, many people continue to drive fewer miles, resulting in a decrease in auto claims.

With that in mind, we are extending our Stay-at-Home Auto Premium Credit Program, which will automatically give our customers a 15% credit on their June auto premiums. Please note that this credit will have no impact on the base commission associated with the policy.

Customers will receive the automatic credit either on future bills or via their last payment method.

Answers to questions that you may have about this program can be found [here](#).

The extension of our Stay-at-Home Auto Program is another example of our efforts to provide relief during this challenging time. Other initiatives include suspending cancellation and nonrenewal of coverage due to nonpayment through June 15 – there will be no interest, late fees or penalties charged during this time. We also accelerated more than \$100 million in commission payments to eligible agents and brokers. And we have pledged \$5 million to COVID-19 relief efforts to assist families and communities across North America, the United Kingdom and the Republic of Ireland.

We appreciate your partnership, and hope you stay healthy and safe.

Be well,

A handwritten signature in black ink, appearing to read "Michael".

Michael Klein

Executive Vice President and President,
Personal Insurance

A handwritten signature in black ink, appearing to read "Loree".

Loree Toedman

Vice President, Field Sales,
Personal Insurance