



COVID-19 Billing Relief Update

To Our Agents,

To help ease any financial burden due to COVID-19, we offered all customers billing relief through June 15, 2020. During that time, cancellation and nonrenewal of coverage due to nonpayment were suspended and no interest, late fees or penalties were charged. Today, we will return to our normal billing processes for most customers and issue non-pay cancellation notices when future premiums are not paid.

Additional Support

In most states for Personal Insurance customers with more than \$100 of unpaid premium, we are suspending their bills from June 16 to July 13, 2020. In July, we will send these customers a separate bill for their deferred payments along with their normal bill. Customers will have 12 months to pay the amount of the separate bill for the unpaid premium due to billing relief.

[LEARN MORE](#)

Thank you for your continued partnership, and stay healthy and safe.

A handwritten signature in black ink that reads "Michael".

Michael Klein

Executive Vice President and President,
Personal Insurance

A handwritten signature in black ink that reads "Loree".

Loree Toedman

Vice President, Field Sales,
Personal Insurance





[Privacy & Security](#) | [Terms of Service](#)

The Travelers Indemnity Company, One Tower Square, Hartford, CT 06183

To ensure that Travelers emails reach your inbox, please add us to your address book.

This email is intended for: tomsen@isugroup.com

Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries.