

## **Insurance Company COVID-19**

### **Response to agents/consumer**

**4.13.20**

#### **Allstate/Encompass Insurance**

- Most customers will receive 15% of their monthly premium in April and May, totaling more than \$600 million - a credit to their bank account, credit card or Allstate account
- Allstate is making the Allstate Identity Protection product free for the rest of the year with no opt-out-requirement
- Allstate customers experiencing financial challenges can call Allstate to learn how to delay payments without penalty. The Special Payment Plan gives auto and homeowners insurance customers the choice to delay two consecutive premium payments.
- Allstate is expanding insurance coverage for customers who use their personal vehicles to deliver food, medicine and other goods for commercial purposes
- Allstate Foundation is contributing \$5 million to accelerate relief and recovery for domestic violence victims, youth in need, first responders and communities at large.

#### **Auto Owners**

- 15% premium refund to personal automobile policyholders for the months of April and May

#### **Central Insurance**

- Continue to pay 100% of commissions Day 1/upfront –

#### **Cincinnati Insurance**

- auto clients will receive a 15% credit per policy on their April and May premiums
- pausing cancellations due to nonpayment of premium and waiving late fees until at least April 30; and waiving restrictions on policyholders now performing delivery services in efforts to protect the wellbeing of their communities.

#### **Grange Insurance**

- personal auto policyholders will receive a 25% credit for the months of April and May. The issued credit will not impact agent commissions. Estimated total credit impact to be up to \$25 million throughout the 13 states in which our enterprise operates.

#### **The Hartford**

- 15% Payback: We will be issuing a 15 percent refund on two months' worth of premium for all customers with an in force personal auto policy as of 4/1/2020 - Agent commissions WILL NOT be affected by this 15% customer credit.

- Billing grace period: For customers having financial difficulty, we will waive late-payment fees and cancellations for non-payment. This applies to personal auto and home policies until May 31

### **Liberty Mutual / Safeco Insurance**

- Personal auto insurance customers will receive a 15% refund on two months of their auto premium, based on your premium amount as of April 7, 2020
- Waive late fee for any customer unable to make a payment due to COVID-19

### **The Main Street America Group**

- Special relief program to return \$16.5 million in premium to personal auto insureds
- extended private passenger automobile coverage to food delivery drivers hired by restaurants as well as offering temporary coverage for restaurant insureds performing first-party food delivery service.
- 20% premium credit for all Business Owner's and Contractors insureds for the months of April and May for policies in force as of March 31, 2020

### **Mercury Insurance**

- Private Passenger Automobile Giveback Program - give 15% of monthly premiums back to our customers in April and May 2020

### **Nationwide**

- Nationwide Foundation made \$5 million in contributions to local and national charities to support pandemic response efforts.
- offering a one-time premium refund of \$50 per policy for personal auto policies active as of March 31, 2020
- Can suspend the cancellation of some policies, defer payment deadlines and waive some late fees
- Provide coverage for most existing restaurant and retailer exposures who now engage in delivery service

### **Progressive**

- *Apron Relief Program* - Progressive provides \$1 billion to customers, employees, agents and communities
- Progressive personal auto customers who have a policy in force as of April 30<sup>th</sup> will be credited 20% of their April premiums in May and personal auto customers with a policy in force as of May 31<sup>st</sup> will be credited 20% of their May premiums in June

For agents:

- Partnering with agent associations to provide direct relief through grants to help agents address the new challenges presented by the virus
- Enhancing programs for Platinum and Priority agents to provide more opportunities to earn in this changing market
- Offering producers in its partner programs unlimited access to continuing education courses and increasing opportunities for all producers to earn through its Agent Rewards program
- Continuing to support agents with 24x7 servicing for their customers and virtual visits from its sales team

#### For customers:

- Suspending cancellations and non-renewals on personal and commercial lines policies for non-payment through May 15<sup>th</sup>
- Providing commercial lines customers with a business owner or general liability policy underwritten by Progressive a 20% credit on April and May monthly premiums
- Providing a full-service claims experience for first responders and health care workers who experience a car accident by providing enhanced roadside service (including transportation to work or home from the accident if needed), expedited tow service and vehicle repairs, pick up and delivery of the repaired vehicle, all while deferring deductibles and providing a rental vehicle if needed
- Expanding coverage for personal auto customers temporarily delivering food or medicine and allowing commercial customers additional coverage options for delivery
- Extending payment leniency, waiving late fees and pausing collections
- Deferring deductibles to help customers who cannot pay out of pocket to get their car repaired
- Providing delivered meals for its for-hire trucking customers, first responders and health care providers

#### For communities:

- Helping in the towns where its employees, agents and customers live by funding a donation of \$8 million by the Progressive Foundation to charities focused on hunger, health and homelessness, including Feeding America, the American Red Cross and the National Alliance to End Homelessness

### **Travelers**

- Accelerate commission payments to eligible agents and brokers to help them address the liquidity impacts of the COVID-19 crisis. In total, Travelers is accelerating more than \$100 million

#### Plan eligibility and guidelines

- *Agents and brokers must have a fully executed additional compensation agreement (FVB and/or PPA) in place for 2019 and 2020.*
- *Agents and brokers without FVB or PPA agreements in place are not eligible for this plan.*
- *The accelerated payment will be calculated as 25% of the average of the 2018 and 2019 additional compensation payments as calculated under these agreements, per segment (Business Insurance, Personal Insurance and Bond & Specialty Insurance).*

- For an agent or broker to be eligible, the calculation must generate a minimum accelerated payment of \$1,000 by the particular segment (Business Insurance, Personal Insurance or Bond & Specialty Insurance) that would be accelerating the payment.
- Any amounts accelerated under this plan will be deducted from the agency's 2020 full year earned payment under its FVB and/or PPA agreements.
- This will be a one-time payment, and we will use the payment method that we have on record for you.

Changes to Travelers' 2020 FVB and PPA agreements

As part of this plan, the Records and Payments section of your 2020 FVB and/or PPA compensation agreements is amended to add the following:

- Travelers will deduct any accelerated payment we make to you for the 2020 calendar year from the compensation payments we make to you in 2021.
- If any payment due to you in 2021 for the 2020 calendar year is less than the amount of the 2020 accelerated payment, upon notice from Travelers, you will promptly pay to us the difference between the amount of the accelerated payment and the payment due hereunder or, at our option, we will deduct such amount from any future contract payments.
- Upon a change in your control, including the sale or transfer of all or a substantial portion of your assets, such difference as calculated by us as of the date of sale will be promptly payable by you.
- Stay-at-Home Auto Premium Credit Program - U.S. personal auto insurance customers receive a 15% credit on their April and May premiums
- Pledged \$5 million to assist families and communities affected by the COVID-19 pandemic across North America, the United Kingdom and the Republic of Ireland
- Effective immediately (March 27), we are suspending cancellation and nonrenewal of coverage due to nonpayment through May 15, 2020. We will not charge interest, late fees or penalties during this period, providing policyholders extra time to pay their premiums without risking cancellation.
- Continues to provide auto coverage for customers across the country whose job responsibilities now include using their personal vehicles to make food, grocery, pharmacy and medical supply deliveries

## Direct Writers/Exclusive Insurance Companies

### American Family

- American Family Mutual Insurance Co. returning \$200 million to its policyholders
- Providing customers, a one-time \$50 payment per vehicle under a personal auto insurance policy.

### Esurance

- 15 % cash refund for April and May coverage

**Farmers Insurance**

- Reducing April premiums by 25 % and pausing cancellation due to non-payment through May 1

**GEICO**

- Giving customers a 15% credit for the next full policy terms

**State Farm**

- Giving a 25 % credit on insurance premium for the period between March 20 and May 31

**USAA**

- USAA members with auto insurance policies will get a 20 % credit for two months of coverage. The company will also halt late fees and non-payment cancellations.