



## Update from Travelers

To Our U.S. Personal Auto Insurance Customers:

We know that many of you are doing your part to help stop the spread of COVID-19 by staying at home. That means many of you are driving fewer miles, resulting in a decrease in auto claims.

With that in mind, **we have launched the Stay-at-Home Auto Premium Credit Program, which will automatically give you a 15% credit on your April and May premiums.** It's our way of supporting you, and we hope it helps ease some of the financial burden many are experiencing.

We will continue to assess the program as more information comes to light about the impact of the COVID-19 crisis on the driving environment and auto claims. We are working with regulators to obtain all the necessary approvals.

And the best part: You don't need to do anything. If you pay by monthly installments, you will receive the automatic credit on future bills. If you have already paid in full, you will receive a direct payment.

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

Separately, **we continue 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.** (This does not apply to those who are working for transportation network companies.)

The Stay-at-Home Auto Premium Credit Program is among several initiatives we have launched to provide relief during this challenging time. These include **suspending cancellation and**

**nonrenewal of coverage due to nonpayment through May 15** – there will be no interest, late fees or penalties charged during this time. We also 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 business and hope you stay healthy and safe.

Be well,

A handwritten signature in black ink, appearing to read "Michael Klein", with a stylized flourish at the end.

**Michael Klein**

**Executive Vice President and President, Personal Insurance**