Coronavirus COVID–19: Mercury is Here to Help

Customer Giveback Program

We recognize the COVID-19 crisis has altered driving patterns, resulting in fewer accidents and claims, so we are **giving back 15%** of monthly personal auto insurance premiums, 10% of monthly business auto premiums, and 15% of select commercial multi-peril policy monthly premiums for two (2) month-long periods. In California, the giveback period calculation begins on March 19, coinciding with Governor Newsom's stay-at-home order, and in all other states it will begin on April 1. A credit will be applied to customer accounts in early May, and a second credit will be applied in early June. This is an everchanging situation, however, so Mercury's response may continue to evolve as the pandemic continues.

Mercury Supports Frontline Healthcare Workers

The COVID-19 pandemic has stretched our healthcare system to the breaking point, and frontline healthcare workers are facing ever increasing challenges as they push their physical and mental limits. Mercury Insurance is stepping up to help them meet this challenge by partnering with the California Medical Association on a new initiative, Care 4 Caregivers Now, which provides emotional wellness support and coaching. Learn More →

Do you have questions? We have answers.

Give us a call at **(800) 503-3724**, or send us an email at customerservice@mercuryinsurance.com. Our customer service team is available Mon–Sat from 5:00 am–9:00 pm PT.

Go online

You can login to your customer portal account 24/7 to pay your bill, view policy information and get answers to your questions. Go to Your Customer Portal →

Payment options

We make it easy to quickly pay your bill. Payment Options →

We also understand this situation impacts everyone differently, and we recognize it can put a financial strain on some of our customers. Mercury is here to help, so if you are facing financial difficulties as a result of the Coronavirus outbreak, please give us a call to discuss how we might be of assistance.

Claims

You can report a claim 24/7. Please call our claims hotline at **(800) 503-3724**.

Our goal is to provide our customers with excellent service while maintaining the health and safety of our customers, the communities we serve and our employees. Therefore, during this time of heightened concern we may employ various options to help adjust and process auto, home and business claims. Some of these options may include the following:

- Virtual inspections, including real-time video chat;
- Digital communications featuring the ability to upload photos and videos of the damage;
- Inspection of your auto, home or business through a Mercury-approved emergency service vendor, contractor or independent adjuster; and
- An in-person inspection by our staff when necessary.

Mercury is closely monitoring and applying CDC recommendations should your claim require an in-person visit by our staff.