

Encompass

Shelter-in-Place Payback

- ***On average, personal auto insurance customers will receive 15 percent money back based on their monthly premium in April and May.***
 - Paybacks will go customers with a policy in force as of 3/31/2020 and 4/30/2020, respectively. The payments will be based on the monthly premium as of those dates, subject to a \$10 per policy per month minimum. New customers must have made at least one payment on their policy to be eligible. The calculation does not apply to vehicles with suspended coverage.
- Customers will receive the money back through a credit to their Encompass account, bank account or credit card on file, depending on how they make payments. Please check your payment information to make sure it is up to date.

Free Identity Protection from Encompass' Parent Company, Allstate

- Allstate Identity Protection helps protect people from identity theft and financial fraud, while giving them more control over the private information they share through online accounts.
- U.S. residents can receive the Allstate Identity Protection product free for the rest of the year when they sign up in April or May, regardless of whether they are already a customer or not, by accessing **<https://allstateidentityprotection.com>**.
- Access to the free Allstate Identity Protection service will end on 12/31/2020. A credit card is required for enrollment, but consumers won't be charged. You will have the option to elect into a paid subscription before your free service ends.

Payment Relief

- Encompass auto and home insurance customers facing financial challenges can request a special payment plan that delays payments with no penalty. Please contact 1-800-262-9262 for more information.

Extended Coverage

- Encompass will automatically cover customers who use their personal vehicles to deliver food, medicine and other goods for a commercial purpose during their COVID-19 state of emergency period. Standard personal auto policies typically exclude such coverage. This additional protection will be added to policies in all states and will be in effect while a statewide COVID-19 emergency order is in place in your state. No action is required on your part.

We're following guidance and recommendations from municipal public health officials and the **Centers for Disease Control and Prevention**. We remain open and ready to serve you during this time of uncertainty.