

Progressive

Assistance with coverage and payments

During this unprecedented time, we know you may be experiencing stress and financial hardship. While you're doing your part to fight the pandemic, we're committed to being there in your time of need. With that in mind, here are some steps we're taking to make things a little easier:

Personal auto premium credit

- If you have an active personal auto policy at the end of April, you'll receive a credit for **20% of your April premium**. We'll offer the same **20% credit to active personal auto customers at the end of May**, and we may offer additional credits in the upcoming months.
- There's nothing you need to do. We'll automatically calculate your credit at the end of each month, and then you'll see it reflected in your account within a few weeks. If you have a balance on your policy, we'll apply the credit directly to your remaining balance. And if you're already paid in full, we'll return the money to the payment account we have on file—so please make sure your payment details are up to date.
- ***This credit is subject to approval by state regulators.***

Coverage assistance

- We don't want you to worry about losing your insurance if you can't pay right now. Starting April 1, 2020, we'll waive late fees, pause collections, and hold off on canceling or non-renewing any active policies due to non-payment through May 15, 2020. Some states have already issued leniency guidelines, so we will adjust this timeline to either meet or exceed any state-specific requirements.
- In the meantime, automatic payments will continue to go through unless you tell us to stop them. And after May 15th, any remaining balance on your policy will become due. If you need more support, please don't hesitate to call us—we're happy to work with you to manage payments moving forward.

Billing leniency

- We encourage you to make a payment right now if you're able to. But if you need extra time, please give us a call—we're ready to help.
- If you've already requested billing leniency, please be patient with us. Our systems haven't caught up quite yet, so you'll continue to receive bills and your Payment Schedule may not reflect your request.