

## Safeco/Liberty Mutual

### Personal Auto Customer Relief Refund

Fewer drivers are on the road, which means fewer accidents. With this in mind, we are announcing our Personal Auto Customer Relief Refund, which will return approximately \$250 million to our customers. Here's how it works:

- 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.
- We are planning to issue the refund in the manner you made your most recent payment or by check.
- We will begin issuing refunds in the coming weeks, ***after we have approval from state insurance regulators.***
- Your refund will happen automatically, and you do not need to call us to get your refund.

#### How will I know when my refund has been issued?

If your refund is being issued to a credit card or bank account, we will send you an email to let you know when that is complete. If your refund is issued as a check, you will receive a note along with the check through the United States Postal Service. We plan to begin issuing refunds by the end of April and will continue throughout May.

#### Are there any exclusions to the Personal Auto Customer Relief Refund?

This refund includes private passenger auto policies with liability coverage. Motorcycles, antique and classic cars, recreational vehicles (travel trailers and motor homes), off-road vehicles and personal transporters (such as golf carts) are excluded from this refund. Customers who believe their usage of these excluded vehicles has changed due to the pandemic should reach out to us to make changes to their policy.

#### Payment Flexibility Options

We have automatically stopped charging late fees and have temporarily paused personal auto & home coverage cancellations due to non-payment from March 23 through May 22, 2020, or later as directed by your state.

We are also extending payment dates if needed. Please **contact us** if we can be of assistance.