

Travelers

COVID-19: Stay-at-Home Auto Premium Credit Program

We know that many of our customers are doing their part to help stop the spread of COVID-19 by staying at home. That means many of them 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 U.S. personal auto insurance customers a 15% credit on their April and May premiums**. It's our way of supporting our customers, and we hope it helps ease some of the financial burden many are experiencing.

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

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.

- The Stay-at-Home Auto Premium Credit Program provides a 15% credit to U.S. personal auto insurance customers on their April and May insurance premiums. The company will automatically credit customers' accounts, providing them with prompt and much needed relief during this time.
- The program is available to U.S. personal auto customers who have policies-in-force for any time between April 1, 2020, and May 31, 2020. New and existing customers are both eligible.
- Customers on direct bill or recurring payment plans will receive the automatic credit on future bills. Those who paid in full will receive a direct payment.

Billing Relief

Specifically, we will suspend cancellation and nonrenewal of coverage due to nonpayment through May 15, 2020. We will not charge interest, late fees or penalties during this period, providing policyholders extra time to pay their premiums without risking cancellation.

We are committed to working with our agents, brokers and customers during these challenging times. For those who are able to make payments, they should do so as they normally would. For Agency Bill accounts where a customer is unable to make payments, please contact us so we can work through this together.

If you received recently a cancellation notice for nonpayment, please contact a Travelers billing representative to discuss your specific circumstance.

- For U.S. Personal Insurance, visit [MyTravelers.com](https://www.mytravelers.com) or call 1-800-842-5075.

If you are enrolled in an automatic premium payment plan, these will continue along with the usual conditions such as fees for non-sufficient funds.

If you would like to adjust or discuss your payment plan, please visit [MyTravelers.com](https://www.mytravelers.com) (for Personal Insurance customers) or contact a Travelers billing representative