

Highlights of the Personal Auto Customer Relief Refund statement from National General Insurance Company

NatGen Premier is working diligently to serve the individuals and families that we insure. Additionally, we are focused on the health, safety and security of NatGen's 9,500 employees and the families they support.

Over the last four weeks, the NatGen call centers have fielded an average of 2700 calls per day, serving our various brands and products throughout the country in response to COVID-19. Our primary goal is to support the customers who have placed their trust in us. We have done this by listening to our customers' needs and providing payment flexibility to help them keep their coverage in force.

After careful review and consideration, we are pleased to announce that NatGen Premier will be helping you support your clients who have auto insurance with us. We will provide a 15% premium credit for the month of April 2020.* This credit will be applied to the insureds' next installment bill, or for paid in full customers, returned to them in a mailed check. Policyholders do not need to take any action to receive the credit, nor will agent commissions be reduced as a result of the credit.

We will continue to monitor the trends of claim severity through the pandemic while bearing in mind the fundamentals of insurance and the need to responsibly manage our book of business. It is impossible for us to predict the future, or the changes that will come as we return to our normal lives, but we can commit that we will continue to be transparent with our agents and fair to our policyholders.

To further support you and your clients, we've implemented the following changes:

- We are waiving physical damage deductibles for healthcare providers through 2020. This includes doctors, nurses and EMTs.*
- We are providing flexible payment options, implementing grace periods and waiving fees for customers who are in need. Specific timeframes and actions may vary by state.*

Thank you for continuing to place trust in our organization. Please continue to stay safe, be healthy and keep faith that we will be together again soon!

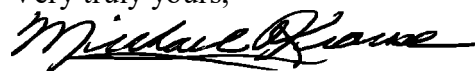
NatGen Premier

If you have any questions regarding the refund and/or having any hardship in paying your installment premiums, please call us at 203-488-6386 so that we can contact the company to get an extension for you.

Thank you for your continued support and I hope you and your family stay safe and healthy.

We will get through this together.

Very truly yours,



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