

*Highlights of the Personal Auto Customer Relief Refund statement and statement on the moratorium on cancellation or nonrenewal for non-payment from Progressive Insurance Company*

***Progressive returns \$1 billion in premium to customers***

*Today we announced that we're providing credits of approximately \$1 billion in premium to Progressive personal auto customers as a result of fewer claims that come with less frequent driving.*

*Subject to approval by state regulators, Progressive personal auto customers who have a policy in force as of April 30 will be credited 20% of their April premiums in May and personal auto customers with a policy in force as of May 31 will be credited 20% of their May premiums in June. We estimate that the sum of these two credits will total approximately \$1 billion. We may offer additional credits in the upcoming months.*

*Customers will not need to take any actions to receive the benefits. The credits will be applied automatically to the customer's policy and those customers who have paid in full will receive a payment of the credited amounts. Customers will see it reflected in their accounts within a few weeks after month end.*

*If they have a balance on the policy, we'll apply the credit directly to the remaining balance. And if they've already paid in full, we'll return the money to the payment account we have on file—please make sure your customers' payment details are up to date.*

*Progressive CEO Tricia Griffith explained, "We understand how difficult and uncertain people's lives are right now. While auto insurance might not be the most pressing topic on everyone's mind, we know that finances could be. For our customers who have trusted us to be there in their times of need, we're fulfilling that promise. We want them to know how much we care. Always guided by our core values, doing the right thing is vitally important to us. We know that by sticking together and taking care of one another during these difficult times, we'll come through this stronger. We want our current customers to remain our future customers."*

*We'll continue to monitor the effects of the coronavirus situation and share updates as needed as we look for additional ways to help agents, customers, and our communities move forward. In fact, we're finalizing plans on a number of initiatives designed to help you, our agent partners, during this time—look for additional information next week.*

*In the meantime, be well and stay safe. Thank you for partnering with Progressive.*

## *Moratorium on cancellation or nonrenewal for nonpayment—all products*

*April 01, 2020*

*Starting Wednesday, April 1, 2020 continuing through Friday, May 15, 2020, Progressive customers will not be canceled or nonrenewed for nonpayment of premium. We're aware that some states have already issued leniency guidelines and we will adjust this timeline to either meet or exceed any state-specific requirements. Please note that this may not apply to all products in California.*

*In addition, customers will not be charged any late or cancel fees, receive any cancel notices, or experience any lapses in coverage due to non-payment during this time.*

*This cancellation moratorium applies to all Progressive Personal Lines, Progressive Home and Property, and Progressive Commercial Lines products.*

*We also recognize that businesses may have unique and changing insurance needs and are here to walk through options that best fit their business situation.*

*Customers do not need to take any action; we will automatically enact this moratorium to ensure coverage and help provide relief from any financial hardships our mutual customers may be facing as a result of the coronavirus outbreak. For customers who are able to continue paying, we strongly encourage them to continue to do so; after May 15, any remaining balance will be due. Please note that we will not be reinstating policies that canceled for nonpayment prior to April 1, 2020. Also, if you have customers paying via automatic payments who wish to be removed from this payment option, they will still need to call customer service to make that update.*

If you have any questions regarding the refund and/or the moratorium on cancellation or nonrenewal for non-payment, please call us at 203-488-6386.

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,



Michael A. Krause, CIC  
Anderson-Krause Insurance  
mkrause@andersonkrause.com