

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

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.

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.

Customer FAQs

□ Q: What is the Stay-at-Home Auto Premium Credit Program?

A: 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.

□ Q: Are all auto customers eligible for the Stay-at-Home Auto Premium Credit Program?

A: 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.

□ Q: How much will I receive through the Stay-at-Home Auto Premium Credit Program?

A: In May, you will receive a billing account credit for 15% of your April auto premium. In June, you will receive a billing account credit for 15% of your May auto premium.

Q: Is the credit per policy or per driver?

A: It applies to each personal auto policy regardless of the number of drivers.

Q: Do I need to provide any documentation?

A: No. The credit will be automatically applied to all U.S. personal auto insurance customers.

Q: How will I receive the credit?

A: 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.

Q: What if I am no longer an auto insurance customer of Travelers, but I had a policy in April?

A: You are still eligible for the auto premium.

Q: If shelter-in-place orders extend past May, will I continue to receive auto premium credits?

A: 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.

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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