



Motorcycle



## BRISTOL WEST<sup>®</sup> COVID-19 UPDATE

COVID-19 has caused unprecedented action within communities across the country in the name of our collective health and safety. We understand these actions may force many of your Bristol West customers into financial hardship.

If you have a Bristol West customer who is experiencing hardship related to the COVID-19 virus, please have them call us prior to coverage lapsing or expiring at 1-888-888-0080 or they can use the Chat Now feature when logged into BristolWest.com, and we may be able to extend their payment due date. For customers who have allowed coverage to expire, we will consider a reinstatement without a lapse in most situations. The time frame for reinstatement is 10 days after any cancellation. We are also extending the time to reinstate with a lapse to 30 days.

We will continue to monitor this fluid situation, and will align our process with any mandatory notice sent by your state's Insurance Department. We are here to help our customers maintain the quality coverage they need.

We also realize that you and your staff may currently be working remotely or with limited customer interaction. Our service representatives remain available to you by phone at 1-855-319-7763 or by Chat on [IAProducers.com](https://www.IAProducers.com).

Customers may contact us for live chat support on [BristolWest.com](https://www.BristolWest.com), where they can also log in to access their insurance information. Customers may also reach us by phone at 1-888-888-0080. As an added convenience, customers may download the Bristol West app from the Apple App Store<sup>®</sup> or Google Play<sup>™</sup>.

Bristol West is here for you and your customers, offering support through

these difficult and uncertain times. If you have any questions, please contact your marketing representative. If you don't know who your marketing representative is, click the link below or call 1-800-237-6136.

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[Social Media Suitcase](#) | [ForemostAgent.com](#) | [Contact Us](#) | [BristolWest.com](#)

Not all policies, discounts, coverages and features are available in all states. Insurance underwritten by a member of the Bristol West Insurance Group or Foremost Insurance Group. The Bristol West and Foremost companies are part of the Farmers Insurance Group®, 6301 Owensmouth Ave., Woodland Hills, CA 91367.

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