

March 24, 2020

Dear MAPFRE Policyholder,

I hope this message finds you and your loved ones safe and healthy during this difficult time. Our hearts go out to those who are ill or have lost family or friends, as well as to the brave medical professionals and first responders on the front lines, and all those whose jobs or financial situation has been impacted by this global pandemic.

At MAPFRE, we are focused on the safety and well-being of our employees, our customers and the community, as well as the relief measures we can provide.

I want to assure you that MAPFRE is committed to helping those who are facing financial difficulties as a consequence of the COVID-19 pandemic. If you may have difficulty making upcoming premium payments, I encourage you to contact our team to discuss how we can help.

Our customer service team is available during temporarily extended business hours, Monday through Friday, 8 a.m. to 8 p.m. We may be reached at **800-922-8276**.

Following the CDC recommendations, as well as Governor Baker's Stay-at-Home Advisory issued on Monday, March 23, MAPFRE's physical offices are closed to customers until further notice. Digital appraisals are available for home and auto claims. Your claim representative will guide you through the process. If you have an existing claim, you may contact your adjuster directly, or call our claim team at 800-221-1605.

For convenient online payments and claims filing, visit the MAPFRE Insurance website:

- Report claims: <https://mcr.mapfreinsurance.com/claims>
- Submit **existing** claim documents: <https://claims.mapfreinsurance.com/documents>
- Payments: <https://payments.mapfreinsurance.com/>
- Create a MAPFRE account, or login to your existing account, to view your policy documents and invoices: <https://account.mapfreinsurance.com/>

RMV Update

Massachusetts driver's license and inspection stickers expiring through April 30 have been extended for 60 days. Vehicle registration expiration dates have not, however, been extended, and must be renewed online. Additional RMV COVID-19 updates can be found at <https://www.mass.gov/info-details/rmv-covid-19-information>

We will continue to keep you updated as new developments occur, and encourage you to follow our social media channels (linked in the footer) for more frequent updates.

We each have a role to play in the containment of COVID-19, and I encourage you to follow the guidance of Federal, state and local officials.

As we have witnessed communities coming together already to support each other, I am confident in humanity's ability to overcome this significant global challenge and come out of it even stronger.

Sincerely,

Alfredo Castelo
CEO