



## **Announcing Preferred Mutual's "Stay Home, Stay Assured Auto Program"**

**April 21, 2020 | NY, MA - Personal Auto  
Effective Immediately**

**Live Assured isn't just a tagline; it's our promise that especially  
during times of uncertainty,  
Preferred Mutual will always protect what matters to you!**

COVID-19 has undoubtedly created a time unlike any other. From conducting business virtually, to the financial strain, to changes to our everyday life, COVID-19 has tested us all. Preferred Mutual is there for you and your customers, steadfast in our goal to help customers *Live Assured*, especially during this time of uncertainty. As this pandemic continues to evolve, we have taken active steps in our commitment to providing exceptional service and support, such as offering flexible payment options for those experiencing financial hardships due to COVID-19, extending personal auto coverage at no cost to individuals delivering food or medicine, staffing up our call center, and making changes to inspections and claims to promote the safety and well-being of our customers.

We recognize that efforts to flatten the curve of COVID-19 have created tremendous uncertainty and financial difficulty for many of our customers. It is our priority to help customers *Live Assured* during this time, therefore we are announcing our **Stay Home, Stay Assured Auto Program**.

Through this program, Preferred Mutual personal auto insurance customers in New York and Massachusetts will receive a 15% Stay Home, Stay Assured credit on their April and May premiums.

The credit will be given to all of our personal lines auto policyholders as of April 30, 2020. Customers don't need to take any action to receive the credit, a check will be mailed to the address on file for the policy. We estimate that the Stay Home, Stay Assured Auto Program will distribute \$2.5 million back to our customers over the next several weeks. The direct written premium associated with your commission will not be reduced or impacted by this program.

Thank you for your support, patience, and partnership during these unprecedented times. We have been working in partnership with our agents for almost 125 years and know we are stronger together. Together, we can overcome this.

Please don't hesitate to reach out to your Field Agency Manager, Specialist or Underwriter if you have any questions. We will continue to adapt and adjust in order to do all we can so you and your customers can *Live Assured*.

We wish you and your families the best of health.

For more information on program, please visit the [Stay Home, Stay Assured Credit Program website](#).

### [Stay Home, Stay Assured Auto Credit Program Bulletin](#)

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Connect with us!



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