

BULLETIN

Date: 4/13/2020

To: Our Agency Partners

RE: Stay at Home Auto Premium Refund

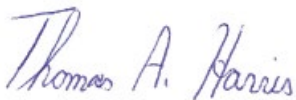
At Quincy Mutual, our tagline is “To Insure is Human.” Never has there been a better time to put those words into action. All of our policyholders are experiencing personal hardship and in many cases a financial hardship with this COVID -19 pandemic.

We recognize many policyholders are doing their part by staying at home, leading to lower auto usage. The impact of lower auto usage in April and May will result in fewer auto claims. As a result of this, we are returning approximately \$2.5 Million, or an average of 20% of the two month’s premiums to our policyholders. To get some relief in the hands of our policyholders, we are issuing a “Stay at Home Auto Premium Refund ” which will provide a \$25 per vehicle payment to our eligible personal automobile policyholders with an active policy as of April 30, 2020 (a significant number of policyholders have multiple vehicles). Once we receive regulatory approval, we will issue this payment by mailing a check directly to policyholders. No additional action is necessary. Agency commissions will not be impacted by this payment.

In addition to this auto refund, we continue to provide payment flexibility to those customers with a financial hardship. Our customer service team can be reached at 1-800-899-1116, option 2 to discuss how we can help. We are also reviewing coverage enhancements applicable to the pandemic and we will address these under a separate bulletin shortly. Furthermore, to support those impacted by the pandemic, we have and will continue to make significant corporate donations to COVID-19 Relief Funds.

One thing that remains certain is our commitment to you. We are in this together, and together we will continue to endure these challenging times. We thank you for your support, friendship and business.

Stay safe,



Tom Harris
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*(*Exclude: Stay at home auto premium credit will not apply to Antique, Motorcycle, Motorhome, Rec Trailer and Utility Trailer, Antique Motorcycle)*

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