

# Our COVID-19 Response



While these times can feel anything but ordinary, as always, our agents and policyholders can depend on Grange to provide peace of mind and protection during life's unexpected events.

## Taking care of our policyholders

Our response puts customers first.

### CUSTOMER ASSISTANCE

- Personal auto policyholders will receive a **25% payback** for April and May.
- Business owner policy customers will receive a **20% payback** for April and May.
- Customers won't lose their protection due to **non-payment**.\*
- Adjusted coverage to help our **restaurant** clients and their **employees**, as well as businesses forced to **vacate their location**\*\*

### CLAIMS AND BILLING HELP

Our **Customer Care Center** and **Claims** teams are fully functional and maintaining our high level of satisfaction during this challenging time.

### ONLINE ACCESS

Customers can enroll in **paperless billing**, **submit a claim** and **make payments** through their MyGrange account or mobile app.

## Supporting Agents and Associates

We're taking care of the people who take care of you.

### AGENTS AND ASSOCIATES

- **To ensure their safety**, 99% of our associates are working remotely, while still using the right tools and resources to stay connected.
- **For those still in the office**, we're following mandated protocols to keep our team safe.
- We're helping agents get their **home offices** running.
- We're providing consistent and timely **communication** with our agents.

### THE RIGHT THING TO DO:

- **Paid leave** for any associate caring for someone with COVID-19.
- Providing a **24/7 support hotline** for associates and family members.
- Empowering agencies to **give back** to their communities.

### More COVID-19 information

As we all manage our way through this challenging time, we'd like to thank our policyholders and agents for their loyalty, patience and effort.

**We're all in this together.**



## Making a local impact

We know we can make a difference in the lives of people in our community. That's why **Grange is donating \$1 million** to local non-profit organizations for **COVID-19 RELIEF**.



\*Please review the full communication documents for complete information.

