

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****.
- We're partnering with **CyberScout** to offer identity theft and fraud remediation services to eligible policyholders and now their extended family members at no additional cost through December.

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.

