

Travelers New Policy on Suspending Cancellation & Nonrenewal (3.27.20)

Message to U.S. Agents and Brokers

To Our Partners:

We understand that many individuals and businesses are facing a significant financial burden due to COVID-19. To help ease that burden, Travelers is expanding billing relief for all U.S. customers across Business Insurance, Bond & Specialty Insurance and Personal Insurance.

Effective immediately, we are suspending cancellation and nonrenewal of coverage due to nonpayment through May 15, 2020. We will not charge interest, late fees or penalties during this period, providing policyholders extra time to pay their premiums without risking cancellation.

We're committed to working with you and your customers during these challenging times. Agents, brokers and customers who are able to make payments should do so as they normally would. For Agency Bill accounts where your customer is unable to make payments, please contact us so we can work through this together.

In addition to complying with any regulatory orders, we will continue to monitor ongoing developments related to COVID-19 and adjust our policies as needed.

We encourage you to visit our dedicated [COVID-19 site](#) on Travelers.com where you can find details on this billing relief plan and a helpful FAQ section. You and your customers may also contact a Travelers billing representative, who can help answer any questions.

- For U.S. Personal Insurance, visit [MyTravelers.com](#) or call 1-800-842-5075.
- For U.S. Business Insurance and Bond & Specialty Insurance, call 1-800-252-2268.

Our commitment to taking care of our customers has not wavered for over 160 years. Now more than ever, we'll be there as we navigate these challenging times together.

Please bookmark our [COVID-19 website](#), which is being updated regularly.

Thank you for your continued partnership, and stay healthy and safe.



Patrick Kinney
Executive Vice President
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