

Progressive

Moratorium on cancellation or nonrenewal for nonpayment—all products

April 01, 2020

Starting Wednesday, April 1, 2020 continuing through Friday, May 15, 2020, Progressive customers will not be canceled or nonrenewed for nonpayment of premium. We're aware that some states have already issued leniency guidelines and we will adjust this timeline to either meet or exceed any state-specific requirements. Please note that this may not apply to all products in California.

In addition, customers will not be charged any late or cancel fees, receive any cancel notices, or experience any lapses in coverage due to non-payment during this time.

This cancellation moratorium applies to all Progressive Personal Lines, Progressive Home and Property, and Progressive Commercial Lines products.

We also recognize that businesses may have unique and changing insurance needs and are here to walk through options that best fit their business situation.

Customers do not need to take any action; we will automatically enact this moratorium to ensure coverage and help provide relief from any financial hardships our mutual customers may be facing as a result of the coronavirus outbreak. For customers who are able to continue paying, we strongly encourage them to continue to do so; after May 15, any remaining balance will be due. Please note that we will not be reinstating policies that canceled for nonpayment prior to April 1, 2020. Also, if you have

customers paying via automatic payments who wish to be removed from this payment option, they will still need to call customer service to make that update.

Again, please be assured that our dedicated agent and customer service teams are here 24/7 for you and our shared customers, and keep in mind that customers have access to their policy information any time online. Visit our **Contact Us page** for phone numbers, email addresses, and other useful information. We also encourage you to keep in touch with your agency associations for additional industry updates.