

# Update: Temporary modification to food delivery exclusion now includes medicine

*March 31, 2020*

On Monday, March 23, we announced that we temporarily modified the enforcement of policy exclusions to provide applicable coverage for claims involving food delivery activity by our Personal Auto and Motorcycle customers (see below). Effective 3/27/2020, we are also adding medicine delivery in an effort to help support our customers affected by the coronavirus (COVID-19).

In cases where states require insurers to expand to other goods or earlier dates of loss, Progressive will honor those state requirements; in the event of a claim, a Progressive claims representative will still determine coverage at the time a claim is filed.

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As more and more states enact restaurant seating bans and restrictions to help deter the spread of the coronavirus (COVID-19), many restaurants are moving to take-out or delivery-only service and may be asking their workers to deliver food using personal vehicles on an emergency/temporary basis.

Although coverage for food delivery is currently excluded in our Personal Auto and Motorcycle contract, **please know that we will temporarily modify enforcement of policy exclusions to provide applicable coverage for claims involving food delivery activity by our Personal Auto and Motorcycle customers.**

This temporary modification will go into effect for claims occurring, Friday, March 20, 2020 through April 18, 2020.

Please be aware that, in the event of a claim, a Progressive claims representative will determine coverage at the time a claim is filed.

We will monitor events during this time period to determine the need to extend or modify.

Finally, as a reminder, please know that our dedicated agent and customer service teams are here 24/7, and keep in mind that your customers have access to their policy information any time through online servicing. 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.

Thank you for your continued partnership.