

Billing Relief for U.S. Customers

To ease the financial burden that many individuals and businesses are facing due to COVID-19, Travelers is expanding billing relief for all our U.S. customers.

Specifically, we will suspend 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 are committed to working with our agents, brokers and customers during these challenging times. For those who are able to make payments, they should do so as they normally would. For Agency Bill accounts where a 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.

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 contact a Travelers billing representative if you would like to discuss your specific billing arrangements.

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