

COVID-19.

An update for Eastern Insurance Customers.



INSURANCE CARRIER ASSISTANCE – AUTO POLICIES

The coronavirus (COVID-19) pandemic has impacted all of us, many significantly. We understand that this crisis may be affecting your ability to pay your auto insurance premiums at this time. If you are facing financial challenges as a result of a health or economic issue related to COVID-19, insurance companies are assisting customers in a variety of ways. Some, as you may have seen on the news, are providing auto policy refunds to customers who are not driving due to the “shelter at home” announcement. Many carriers are also offering payment assistance, waiving fees or ceasing cancellations due to non-payment. In addition to directly assisting their customers, several insurance companies are also making a difference through charitable donations to local hospitals or other COVID-19 assistance organizations.

You may have heard from your insurance carrier directly with details on how they intend to pass some of these auto premium savings onto you. If you are not sure if you are receiving an auto policy credit, you can find your carrier’s website [here](#) for more information.

As always, please feel free to contact Eastern Insurance for any specific questions you may have.

800.333.7234 - OPTION2

customerservice@easterninsurance.com