



COVID-19
**THE STEPS
WE'RE TAKING**

**Supporting Our Customers, Agents,
Brokers and Communities**

We're drawing upon our financial strength, expertise and culture of caring to help those we're privileged to serve. Listed below are just some of our COVID-19 response initiatives.

**CARING FOR OUR CUSTOMERS,
AGENTS AND BROKERS**

\$100M

In accelerated commission payments to eligible agents and brokers



Adjusting exposures downward for workers compensation as businesses temporarily close and workers are furloughed



Billing relief for all U.S. customers – temporarily suspending cancellation and nonrenewal of coverage due to nonpayment. No interest, late fees or penalties will be charged during this period



Providing premium credits for commercial auto policyholders whose operations are lessened

15%

Credit for our U.S. personal auto customers on April and May premiums



Adjusting exposures for general liability, taking into account reduced payroll, sales and receipts



Relying more heavily on state-of-the-art digital and virtual tools to conduct claim inspections



Conducting virtual premium audits as an added measure of safety and extending premium audit deadlines



Telemed for injured employees through workers compensation, including telerehab for physical therapy

CARING FOR OUR COMMUNITIES

\$5M
COMMITTED
TO COVID-19
RELIEF EFFORTS

Up to
\$500,000
In an employee 2-for-1
matching program

\$3.5M
To charities that are
providing essential
services to address urgent,
unmet needs

\$1M
To cover wages and health
benefits for eligible third-party
contract employees who
provide services at the
company's offices and would
have otherwise been laid off

VOLUNTEERING

Travelers employees continue to support our communities through various virtual volunteer opportunities

HOT MEALS

1,200 free hot meals per week donated through our Hartford kitchen facilities to nonprofits in the area

Employee
DONATIONS

To help cover the costs of meals for health care workers while supporting local restaurants



To learn more about what we're doing to help, please visit travelers.com