# **Our COVID-19 Response**

While these times can feel anything but ordinary, as always, our agents and policyholders can depend on Integrity to provide peace of mind and protection during life's unexpected events.



A Grange Enterprise Company



\*Please review the full communication documents for complete information.

### Taking care of our policyholders

Our response puts customers first.

#### **CUSTOMER ASSISTANCE**

- Personal auto policyholders will receive a 25% payback for April and May.
- Business owner policy customers will receive a **20% payback** for April and May.
- Customers won't lose their protection due to non-payment.\*
- Adjusted coverage to help our <u>restaurant</u> clients and their <u>employees</u>, as well as businesses forced to vacate their location.\*\*
- We're partnering with <u>CyberScout</u> to offer identity theft and fraud remediation services to eligible policyholders and now their extended family members at no additional cost through August.

#### **CLAIMS AND BILLING HELP**

Our <u>Customer Care Center</u> and <u>Claims</u> teams are fully functional and maintaining our high level of satisfaction during this challenging time.

#### **ONLINE ACCESS**

Customers can enroll in **paperless billing**, **submit a claim** and **make payments** through their MyIntegrity account or mobile app.



## **Supporting Agents and Associates**

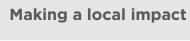
We're taking care of the people who take care of you.

#### **AGENTS AND ASSOCIATES**

- To ensure their safety, 99% of our associates are working remotely, while still using the right tools and resources to stay connected.
- For those still in the office, we're following mandated protocols to keep our team safe.
- We're helping agents get their home offices running.
- We're providing consistent and timely **communication** with our agents.

### THE RIGHT THING TO DO:

- Paid leave for any associate caring for someone with COVID-19.
- Providing a 24/7 support hotline for associates and family members.
- Empowering agencies to give back to their communities.



We know we can make a difference in the lives of people in our community. That's why **Integrity is donating \$100,000** to the United Way Fox Cities for **COVID-19 RELIEF**.

# More COVID-19 information

As we all manage our way through this challenging time, we'd like to thank our policyholders and agents for their loyalty, patience and effort.

We're all in this together.

