

## FREQUENTLY ASKED QUESTIONS

At Farm Bureau Insurance of Michigan, we care about Michigan. We live here, work here and are raising our families here. Investing in Michigan's residents and communities is important to us. When selecting Farm Bureau Insurance as their insurance provider, our insureds become more than just a customer—they become a member of our state's largest farm organization and a part of our family.

As COVID-19 continues to impact the economic state of our insureds and our state, we want to do our part to help. To further our We're in This Together initiative, this Economic Give Back program will give back over \$5 million to our members across the state as they support local businesses in our communities.

The We're in this Together initiative is designed to give back to our members and local communities in several ways, including:

***Gives Back to Members:*** More than 215,000 Farm Bureau members, comprised of auto insureds and others, will immediately enjoy a meal on us at over 1,200 local restaurants,

***Honors First Responders:*** Farm Bureau will fund an additional 18,000 meals (15 at each of the 1,200 restaurants) specifically for first responders, and

***Invests in Local Business:*** Many of our farmer members supply food to restaurants across the state. Local restaurants, and small businesses in general, are the backbone of our communities. In normal times, restaurants are where we all gather with friends and family to socialize, celebrate, and conduct business. They are always there for us. Now, it's our turn to be there for them.

***Why aren't we giving insureds a rebate?*** We have a full menu of things we're doing. We know Michigan residents and businesses are hurting. Through our program we're not only able to help individual customers but are also able to help local restaurants. Our agents are talking to insureds every day about how they can help them directly. **We will continue to look at our rates over the coming months and do the right thing when it comes to policyholder renewals.**

***Why are we waiting?*** We prefer to make long term investments in our state, our communities and our people. As of today, we believe we have the services and products to support all policyholder's unique needs during this unprecedented time. We have, and will continue to, make changes to our coverages and our billing policies to respond to specific COVID-19



impacts. Our agents have the ability to work directly with our customers to assist each of them with their unique situations.

### ***What has Farm Bureau done in direct response to COVID-19?***

#### *Products & Services:*

- Temporarily removed our personal auto delivery driver exclusion.
- Offering 30 and 60-day billing payment deferral options to customers faced with unexpected financial hardship.
- Our advisors are reaching out to customers to ensure their current insurance coverage meets their current family needs.

#### *In Our Communities:*

- Our members live in every community across the state, this is where we are focused. Through the efforts of Farm Bureau Insurance, the Agent Charitable Fund, our members, employees, and agents, we funded 1.1 million meals in April to the seven food banks across Michigan who are working hard to provide healthy meals to children and families complying with the stay home stay safe effort.
- This economic give back program is a part of our greater We're in This Together initiative. This program will infuse over \$5 million into more than 1,200 local restaurants that are struggling to stay open during this time. We'll also be able to give back to our members and first responders while creating economic commerce with local small businesses trying to weather the COVID-19 storm.

***What is different about what we are doing?*** Much of our local outreach is directed by our 400+ agents who are on the ground in communities across Michigan. They're talking to insureds every day about how we can help them, as every insured has unique needs and different circumstances. As we monitor the situation, premium adjustments may be appropriate at renewal. We're also focusing on restaurants—so we're making sure families aren't hungry while directly supporting local businesses who are the foundation and future of communities across the state.

***What if I don't spend all \$25 of my voucher? Will the restaurant return the value remaining to me in the form of a credit or cash value?*** All vouchers are a one-time use. They must be presented to and collected by the restaurant at the time of use. All members should plan to spend their \$25 voucher in its entirety or forgo the remaining unused portion.

***I am a member. I don't want a \$25 voucher to a restaurant. I want to use my money where and how I want to.*** We understand that not all members may want to use their voucher. That is certainly your choice. We felt this was an important opportunity for us to give back to our members while also supporting local businesses. If you would like to discuss alternative options on how to better save money on your Farm Bureau Insurance policies—we recommend you contact your local agent. They are talking to insureds every day about how they can help them directly.

***I am not driving right now, why do I have to pay any of my premiums?*** Your insurance policy covers damages that may occur even off the road. However, if you would like to discuss

alternative options on how to better save money on your Farm Bureau Insurance policies—we recommend you contact your local agent. They are talking to insureds every day about how they can help them directly.

***Why were restaurants selected and not other small businesses?*** Many of our farmer members supply food to restaurants across the state. Local restaurants, and small businesses in general, are the backbone of our communities. In normal times, restaurants are where we all gather with friends and family to socialize, celebrate, and conduct business. They are always there for us. Now, it's our turn to be there for them.

***Why is supporting the Michigan economy important?*** It's important to all of us. By offering families a voucher to a local restaurant we're feeding families, inspiring family time around the table, and supporting local businesses and communities.

***Who is considered a first responder?*** In this case, the term first responder includes doctors, nurses, medical assistants, and any other healthcare professional currently on the front lines of this pandemic. This also includes paramedics, emergency medical technicians, police officers, firefighters, rescuers, and military personnel.