

FREQUENTLY ASKED QUESTIONS

As COVID-19 continues to impact the economic state of our insureds and our state, we are excited to announce the *next stage of our We're in This Together* initiative. The initiative will give back \$8 million to our Personal Auto policyholders across the state. This is in addition to the first phase of the program where we helped fund 1.1 million meals for Michigan's children and the second, as we proudly provided \$5 million in vouchers to members for a meal at a local (participating) restaurant.

Throughout the We're in This Together Economic Giveback initiative, Farm Bureau has pledged to continuously evaluate impacts on members/insureds and act accordingly. Based on latest findings, Farm Bureau Insurance will issue a credit on Personal Auto policies. The premium credit will be applied to Personal Auto policies that were in force on June 1, 2020. Policyholders do not need to do anything to receive the credit; it will happen automatically.

What is this next stage of the Give Back effort? Farm Bureau has continuously evaluated impacts of the pandemic on members/insureds and pledged to act accordingly. Based on latest findings, Farm Bureau Insurance will issue a premium credit of \$8 million for all renewing Personal Auto policies that were active as of June 1, 2020. Personal Auto policyholders who were in force as of June 1, 2020 will receive a one-time Personal Auto premium credit on their first renewal billing statement occurring on or after September 30, 2020 (through September 29, 2021). Policyholders who are not renewing their Personal Auto with Farm Bureau Insurance will receive a one-time refund.

What do members/insureds need to do to get this credit? Personal Auto policyholders do not need to do anything to benefit from the credit; it will happen automatically. The credit will be made clear in a customer letter included at renewal with their policy declarations. Policyholders who are not renewing their Personal Auto with Farm Bureau Insurance will receive a one-time check for any credit owed within a few months of when their policy would have reached the renewal period between September 30, 2020 through September 29, 2021.

How will members/insureds receive their credit?

- The credit will be applied to the account balance.
- If there is no account balance, a refund check will be issued.

Who is eligible for the premium credit? Only Personal Auto policyholders who are in force on June 1, 2020 will receive the one-time personal auto premium credit on their first renewal billing statement for renewals on or after September 30, 2020 (through September 29, 2021).

How much will the credit be? Your account balance will be credited 10% of two months of your personal auto premium (excluding any statutory assessments).

Will there be a premium refund for Business Auto policies (BAP)? The premium credit only applies to Personal Auto.

What if a policyholder decides not to renew coverage with Farm Bureau Insurance? Will they still get a premium refund? Policyholders who are not renewing their Personal Auto with Farm Bureau Insurance will receive a one-time refund within a few months of when their policy would have reached the renewal period between September 30, 2020 through September 29, 2021.

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

Throughout the We're in This Together initiative, Farm Bureau has pledged to continuously evaluate impacts on members/insureds and act accordingly. Below are some specific aspects as they relate to products & services and our communities.

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.
- Offering several repayment options to spread the impact of repayment out over time.
- Our advisors are reaching out to customers to ensure their current insurance coverage meets their current family needs. Identifying vehicles that can be moved to storage or if driving habits have changed, potentially reducing premium.
- Evaluate the impacts to our members and insureds—which we continue to do.

In Our Communities:

- Our members live in every community across the state, this is where we are focused. In the first stage and 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 major food banks across Michigan who are working hard to provide healthy meals to children and families complying with the stay home stay safe effort.
- The second stage of the economic give back program infused over \$5 million into more than 1,200 local restaurants that are struggling to stay open during this time. We gave our members and first responders \$25 vouchers to use at these restaurants to give back while helping to create economic commerce with local small businesses.
- This third stage of the Economic Give Back program will provide members and insureds with \$8 million in premium credits on their Personal Auto policy(s).

Why this approach and what is different about it? First and foremost, Farm Bureau is a member organization. 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 a company firmly rooted in Michigan, it was important to us and our mission to do something good for our local communities while also helping our members/insureds. The first and second stages of the Economic Give Back program enabled us to do just that by providing local restaurants with needed support, while also providing a meal to our valued members and Michigan's children.

This next stage further solidifies our commitment to our members and insureds, as we have stated all along that we would evaluate the impacts of this pandemic on our insureds and do right by them. This will always be something we standby—doing the right thing. Finally, much of our local outreach is directed by our 400+ agents who are on the ground in communities across Michigan. Through this pandemic, they've talked to insureds every day about how we can best help them, as every insured has unique needs and different circumstances.

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. While we hope this new premium credit is helpful, you may wish to discuss alternative options on how to best save money on your Farm Bureau Insurance policies—we recommend you contact your local agent.