

Personal Insurance

PERSONAL LINES STAY-AT-HOME AUTO PREMIUM CREDIT

Frequently Asked Questions



We are all experiencing disruptions to our lives and our work due to the COVID-19 pandemic. To help your clients weather this uncertain time, Cincinnati is applying a 15% premium credit to all personal lines auto policies in April and May. If you have a question that is not answered here, please contact your Personal Lines field marketing representative or underwriter.

Why Are You Offering **A Stay-At-Home Credit?**

While the data is green, we've seen fewer auto accidents as policyholders stay home to limit the spread of and their exposure to COVID-19. This credit recognizes that reduced exposure, while also giving policyholders premium relief during a time when many are facing financial hardship.

Do Policyholders Need To Do Anything To **Receive My Premium Credit?**

No, policyholders do not need to take any action to receive their credit. The credit applies automatically to ALL active Cincinnati Insurance and Cincinnati Casualty personal lines auto policies during the months of April and May.

Are You Offering Any Other Assistance To Policyholders **During The Covid-19 Pandemic?**

Yes, we are pausing cancellations due to non-payment of premium and waiving late fees until at least April 30. We are also temporarily waiving restrictions on policyholders performing delivery services in efforts to protect the wellbeing of their communities.

When Will Policyholders Receive **Their Credit?**

We expect to issue credits in June, after confirming in force accounts for April and May.

Do All States Qualify For **The Stay-At-Home Credit?**

Yes. We are filing this credit in all states, including those without a formal stay-at-home order.

How Will Policyholders Receive Their Credits?

Policyholders with zero balance for the remainder of their policy term will receive a check directly from Cincinnati or a deposit to their bank account through EFT (if currently enrolled in an EFT pay plan). All other policyholders will receive a 15% credit on their next billing statement.

Agency bill policyholders, regardless of pay plan, will receive a check directly from Cincinnati and should continue to pay any remaining installments as originally calculated.

Do Policyholders Need To Be Insured With Cincinnati For The Entirety Of April And May To Qualify For The Credit?

No. Policyholders will receive a pro-rated credit if they are insured with us for just part of April or May.

Will New Policyholders During April Or May Receive The Credit?

New policyholders during April or May will receive a pro-rated credit.

How Will Cincinnati Communicate With Policyholders About The Credit?

We issued a formal press release on April 13 while also announcing the Stay-at-Home credit on cinfin.com/covid-19 and through social media outlets. We will also send a letter to policyholders with the details of the premium credit.

How Will This Credit Impact My Agency's Commissions And Profit Sharing?

This credit is considered an underwriting expense and will not affect premiums, production reports or commissions. However, as an underwriting expense, the credit will reduce over-all profitability in profit-sharing calculations.

What will happen if stay-at-home orders extend beyond June 1?

The Stay-at-Home credit is currently approved for April and May. We will monitor the situation as it develops and revisit our response if orders extend beyond May.



Everything Insurance Should Be®

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