



A message from Tyler Asher

March 18, 2020

Liberty Mutual Small Commercial and Safeco agents:

As we look to support our agents, customers and communities during the evolving COVID-19 situation, I want to share two updates with you.

First, we are steadfast in our commitment to our customers during this uncertain time, and especially those directly impacted by COVID-19. We are prepared to waive late fees for any customer who is unable to make a payment on time due to COVID-19. If you have an impacted customer:

- Our billing customer service representatives will have the authority to adjust the customer's current bill and to waive any late fees your customer incurs after March 1, 2020.
- If a customer calls you stating their employment or business has been impacted due to COVID-19 and they are having trouble making a payment, please contact Safeco Insurance at 877-566-6001 or the Liberty Mutual Business Insurance Service Center at 866-290-2920.

Second, we want to make it easy for you to find our latest updates and agent resources regarding COVID-19. We are building out a resource page to house all of this and will send more information as soon as it's complete.

As I previously mentioned, our field, service and underwriting teams across the U.S. remain in place and ready to support you as always, including the Liberty Mutual Small Business Service Center program and Safeco Gold Service™ if you rely on these for customer support.

We will continue to monitor the COVID-19 situation to support you and our mutual customers.

Thank you for your ongoing partnership.



Tyler Asher
President
Independent Agent Distribution

