



First and foremost, we hope this message finds you and your families safe and well.

Life changed. We know many people are staying home and off the roads – *and that's a good thing!* At Westfield, we believe one good turn deserves another. During this unprecedented time, since customers are driving less, we think they should pay less for personal auto insurance. For Westfield customers, we are providing a 15 percent credit on eligible monthly auto premiums* for the months of April, May, and June 2020, for customers with personal auto policies in effect on April 30, 2020.

It's automatic - you don't have to do a thing

You'll receive the full credit to your account for all three months during the month of May 2020. If your account is paid in full, you will receive a check.

How you'll receive your credit depends on a few things – here is an overview. Customers with:

- An active policy as of April 30 and a balance due will have their credit applied to their remaining account balance. *Note: timing will vary for customers depending on your due date; the credit will be applied to your May or June bill.*
- An account paid in full and with renewal dates prior to June 30, the credit will be applied to their next renewal.
- A renewal date of July 1 or after and is currently paid in full, they will receive a check.
- A cancelled policy after April 30, will receive a check in the amount of the credit.

Westfield is here to help

We continue to offer payment flexibility for customers facing financial hardships and we have suspended all cancellations and late fees from March 20 through May 31, 2020, or longer if required in individual states.

If you need us, please give us a call at 800.243.0210, option 2 to talk to one of our customer care representatives between 8:00am – 8:00pm EST to discuss your options.

Your agent can help, too

As always, you have options to make changes to your policy and premiums, including changes to vehicle usage classification, policy deductibles, and coverage selections. If you wish to make changes to your policy, reach out to your agent to discuss options.

Learn what additional steps we're taking to [help our customers](#) during the COVID-19 pandemic and thank you for trusting us to protect what matters most.

Stay safe. Stay healthy. And we'll be here for you. Thank you for being a Westfield customer.



Ed Largent
President, CEO and Board Chair



For eligible personal auto
premiums, most customers will
receive a *15% credit*
APRIL - MAY - JUNE

[Watch a special message from Ed Largent](#)

** Subject to regulatory approval.
Motorcycles, recreational vehicles, collector, and antique vehicles are ineligible*
