

West Bend Offers Support to Policyholders, Associates, and Community in Covid-19 Relief Efforts

WEST BEND, WI (April 13, 2020) – In response to COVID-19, West Bend Mutual Insurance and the West Bend Mutual Insurance Charitable Trust announced new efforts to help the greater community while the company gives back to its associates, agents, and policyholders. Understanding the unique circumstances and challenges each group faces, West Bend has implemented a multi-phased relief approach to best serve its people and the community over time.

“One of West Bend’s operating principles is ‘We serve our community,’ and during this uncertain time, it was without question that we would extend support to all of the people who are critical to our organization,” said Kevin Steiner, president and CEO of West Bend Mutual Insurance. “We also remain committed to our policyholders and associates and will continually look for additional ways to support them and provide the Silver Lining during this pandemic.” Steiner added the company’s COVID-19 relief efforts for associates, as well as charities, are close to \$750,000 in total.

Here are some of the ways West Bend is helping communities get through the COVID-19 pandemic:

- **Policyholders:** On Wednesday, April 8, West Bend announced it will **send a one-time payment of \$50 to Home and Highway[®] policyholders** to provide some help in these uncertain times. These payments will be processed for those whose vehicles were insured with the company as of March 11, 2020, the date the World Health Organization declared COVID-19 a pandemic. In addition, the company is extending premium due dates for all policyholders impacted by the crisis and automatically provides coverage on personal vehicles used by employees of restaurants that now offer delivery services.
- **Associates:** West Bend’s associates number more than 1,300, all of whom are committed to providing exceptional service to policyholders and agents. As a small gesture of support, West Bend gifted each associate with a **\$150 bonus to use as a donation to a favorite nonprofit organization or toward restaurant carry-out or patronage of local businesses**, both as a reward for their hard work in these trying times and as a way they can show support for businesses and organizations affected by the statewide Safer-At-Home orders.
- **Community:** The West Bend Mutual Insurance Charitable Trust is **awarding grants to more than 20 nonprofit organizations**, many of which provide direct support or relief for the COVID-19 crisis in the community. The two largest donations were awarded to Feeding America and the Red Cross of Southeast Wisconsin, which each received \$50,000 to aid their noble pursuits to provide food, shelter, and blood to those in need during this very uncertain time.
- **Agents:** West Bend has partnered with their independent insurance agencies to support worthy organizations in their communities that help those impacted by this pandemic, such as food pantries, blood centers, and free clinics. If the agency commits to donating \$500, **West Bend will pledge an additional \$2,000.** West Bend’s donation comes from grants made through its Independent Agents’ Fund and are part of the company’s Spirit of the Silver Lining Awards. These awards and grants are presented annually to nonprofit organizations supported by the company’s independent insurance agents.

“We are so grateful to partner with organizations like West Bend Mutual Insurance, who never waver in their commitment to their community,” said Patti Habeck, president and CEO of Feeding America Eastern Wisconsin. “Gifts large and small make a huge impact on those who are in need of hunger relief, especially now as we operate in uncertain times.”

ADDITIONAL INFORMATION

Organizations such as the Office of the Commissioner of Insurance, the Department of Insurance, and the Department of Commerce in each state have compiled resources that businesses and individuals in those states can refer to for information and/or help. Information is linked on our website [COVID-19 Resources](#).

West Bend strives to be a helpful resource to both agents and its policyholders and has compiled any updates regarding relief options on this page, [West Bend Response](#).