



To Our Valued Clients:

Recognizing that many customers are driving their vehicles less as a result of shelter-in-place actions, Mercury plans to giveback 15% of monthly premiums for April and May 2020. This applies to all Mercury Private Passenger Automobile policy holders.

In addition, Mercury will be giving back 10% of monthly premiums to Business Auto customers for the months of April and May. Those premium give backs will follow the same process as described below.



The premium giveback period will begin on April 1, 2020. Customers with an outstanding balance on the current policy term will receive a credit in early May for the month of April, and a second credit in June for the month of May. Refunds will be provided to customers for the same periods whose policies have been paid in full. Customers who paid with a check or through EFT will receive a check in the mail and those who paid via credit card will receive a refund back to the card used to pay their premiums.

Customers will receive their Givebacks in the same manner their premiums were paid. As soon as we receive guidance and approval from the Department of Insurance, we expect to begin processing the payments. You do not need to do anything.

Thank you for your loyalty to Soules Insurance and Mercury.