



Dear Vault Auto Customers:

We're living in an unprecedented and challenging time. In recognition of these challenges, and as a result of the COVID-19 shelter-in-place orders and other social distancing efforts, we are pleased to provide premium relief to our Personal Auto insureds.

You will automatically receive a one-time 15% credit on your Auto premium for the months of April and May. Here's how you can expect to see the credit on your policy:

**If your account is paid in full:** You will receive an electronic check via email by May 30th. We will issue paper checks for those cases where we do not have an email address on file.

**If you have an outstanding balance:** Your credit will be applied to your outstanding balance.

There is nothing you need to do in order to receive this credit. Thank you for making the very important choice to stay off the road whenever possible and doing your part to help "flatten the curve."

As always, if you have questions please reach out to us anytime at 844-36-VAULT(82858) or [customersupport@vault.insurance](mailto:customersupport@vault.insurance). Wishing you and your families health and safety.

Sincerely,

Charles Williamson