

Arbella's Here. For Good.® Give Back Program FAQ

We understand how difficult people's lives have become due to the COVID-19 crisis, and many of our customers are suffering financially. That's why we created the **Arbella Here. For Good. Give Back Program**, which provides our personal auto customers with a credit equal to 20% of their auto premium for three months, April, May, and June, 2020.

Q. Will I be getting an Arbella Here. For Good. credit?

A. If you have an active personal auto policy at the end of April, 2020, you will receive the **Arbella Here. For Good. Give Back Program** credit. Any new business policies written in May or June will also receive the entire three-month credit.

Q. What do I have to do to get my credit?

A. You do not have to do anything to receive your credit. The credit will be applied to your policy. If your policy has been paid in full, you will receive a refund check in the mail.

Q. How is the amount of my credit determined?

A. You will receive a credit equal to 20% of three months of your premium for the months of April, May, and June, 2020, based upon your premium as of April 30, 2020. The total three-month credit will be combined into one adjustment. We will notify you in advance by sending a letter explaining the program and the refund amount you will receive for your policy. New policies written in May and June will be credited in future months.

Q. When will I receive my credit?

A. All customers will see their refunds reflected on their next bill, beginning in June, 2020. Refund checks for those who have paid in full will be mailed in June. If you have enrolled in **MyArbella**, you will see your adjustment in the online portal by the beginning of June.
