



## IMPORTANT NOTICE

Dear Policyholder,

We understand the Coronavirus COVID-19 has created a lot of uncertainty throughout the world, but we want to assure our customers that we are doing everything possible to ensure you continue to receive the excellent service for which Mercury is known.

We recognize this situation impacts everyone differently and that it may put a financial strain on some of our customers. Mercury is here to help. If you are facing financial difficulties as a result of the Coronavirus outbreak, please give us a call at (800) 503-3724.

Our customer service team is available Monday through Saturday from 5:00 AM to 9:00 PM PST. Our wait times might be a little longer than normal, but we will be here to help when you need us.

Sincerely,

A handwritten signature in black ink that reads "Lance Thompson".

Lance Thompson  
Director, Customer Experience  
Mercury Insurance Group