

## Coronavirus COVID-19: Mercury is Here to Help

Coronavirus COVID-19 has created a lot of uncertainty throughout the world, but we want to assure our customers that we're doing everything possible to ensure you continue to receive the excellent service for which Mercury is known. We have taken significant steps to help minimize any disruption this may be causing, including providing a safe environment for our employees. Wait times might be a little longer than normal, but be assured that we will be here when you need us.

### **Do you have questions? We have answers.**

Give us a call at **(800) 503-3724**.

Our customer service team is available Mon-Sat from 5:00 am-9:00 pm PT.

### **Go online**

You can login to your customer portal account 24/7 to pay your bill, view policy information and get answers to your questions.

[Go to Your Customer Portal](#) →

### **Payment options**

We make it easy to quickly pay your bill.

[Payment Options](#) →

We also understand this situation impacts everyone differently, and we recognize it can put a financial strain on some of our customers. Mercury is here to help, so if you are facing financial difficulties as a result of the Coronavirus outbreak, please give us a call to discuss how we might be of assistance.

### **Claims**

You can report a claim 24/7. Please call our claims hotline at **(800) 503-3724**.

Our goal is to provide our customers with excellent service while maintaining the health and safety of our customers, the communities we serve and our employees. Therefore, during this time of heightened concern we may employ various options to help adjust and process auto, home and business claims. Some of these options may include the following:

- Virtual inspections, including real-time video chat;
- Digital communications featuring the ability to upload photos and videos of the damage;
- Inspection of your auto, home or business through a Mercury-approved emergency service vendor, contractor or independent adjuster; and
- An in-person inspection by our staff when necessary.

Mercury is closely monitoring and applying CDC recommendations should your claim require an in-person visit by our staff.