



Our thoughts go out to you and your family following Hurricane Michael. The claims team at Mercury Insurance is ready to help customers who have been impacted. Claims can be reported 24 hours a day, seven days a week to Mercury's Claims Hotline by calling (800) 503-3724.

The Office of Insurance Regulation has issued an Emergency Order to provide Florida residents time to recover without losing their insurance coverage. This order applies to residents and customers in Bay, Calhoun, Franklin, Gadsden, Gulf, Hamilton, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Suwannee, Taylor, Wakulla, and Washington counties. Mercury fully supports this decision and is taking the following actions to assist you in these trying times.

If your premium is due, but you are unable to make a payment, Mercury will keep your coverage active through January 7, 2019. If you are unable to return any requested information to Mercury, the response due date has also been extended to January 7, 2019.

If you are enrolled in Auto Pay, we'll continue to withdraw your insurance payment from your bank account as usual, unless you request otherwise. If there are insufficient funds in your account, we will not cancel your policy if a replacement payment and other payments due are received or postmarked by January 7, 2019.

If your policy is up for renewal between now and January 7, 2019, we will send your renewal offer as usual. If you would like to renew your auto policy, you may pay by the date on the renewal bill. If you are unable to make the payment at this time, you can do so by January 7, 2019, and we will renew your policy without a lapse.

Please call us directly at (800) 503-3724 to report a claim, request an accommodation, or simply to ask a question about this topic. And, of course, you may also contact your local Mercury agent for assistance.

Thank you for your continued patronage. We look forward to serving you in the future and wish you a speedy recovery.

Mercury Indemnity Company of America