



Liberty Mutual
INSURANCE

Safeco
Insurance™
A Liberty Mutual Company

A Message Concerning COVID-19

Liberty Mutual Small Commercial and Safeco customers:

As we look to support our customers and communities during the evolving COVID-19 situation, we want to share this update with you.

First, we are steadfast in our commitment to our customers during this uncertain time, and especially those directly impacted by COVID-19. We are prepared to waive late fees for any customer who is unable to make a payment on time due to COVID-19.

If you are impacted:

- Billing customer service representatives will have the authority to adjust customer's current bill and to waive any late fees you incur after March 1, 2020.

- If your employment or business has been impacted due to COVID-19 and you are having trouble making a payment, please contact Safeco Insurance at 877-566-6001 or the Liberty Mutual Business Insurance Service Center at 866-290-2920.