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**FOR IMMEDIATE RELEASE**  
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## **Farm Bureau Insurance® Announces Coronavirus Customer Assistance Program for South Carolina Policyholders**

***Automobile policyholders across six states receive \$30 million one-time credit, community food banks receive \$2.3 million donation***

**Cayce, S.C.** – Farm Bureau Insurance companies in Arkansas, Colorado, Florida, Louisiana, Mississippi, and South Carolina are offering a variety of financial assistance measures in response to the coronavirus (COVID-19) outbreak—including a one-time estimated premium credit of \$30 million and a donation of \$2.3 million to local food banks across the companies’ six-state footprint.

“Everything we do is built around helping people. Insurance is a safety net designed to provide people comfort and peace of mind in the face of adversity—and now more than ever, people need to know we are here to help,” said Bill Courtney, CEO of South Carolina Farm Bureau Mutual Insurance Company and executive vice president of Southern Farm Bureau Casualty Insurance Company.

### **One-Time Premium Credit**

Farm Bureau Insurance is distributing a one-time credit to all personal auto policyholders across the six-state operation. This special credit is based on 15 percent of two months auto premium paid for each vehicle covered—an estimated value of about \$30 million. No action needs to be taken by customers to receive this special assistance. The credit will be applied automatically to customers’ billing statements after the program begins.

### **Additional Payment Accommodations**

In addition to the premium credit, as of April 8, fees charged for insufficient funds, whether returned checks or electronic funds transfers, will be waived for all insureds and any premium adjustments made based on the number of insufficient funds will be waived until September 1, 2020.

Policyholders who have payment concerns and need help are urged to contact their Farm Bureau Insurance agent to discuss payment assistance options.

Other options being offered on a case-by-case basis include:

- Extending due dates to allow a partial payment
- Adjusting an individual’s payment schedule to keep coverage in force

- Adjusting the billing dates to allow for flexibility in making payments

Customers may make payments by cash, check, or credit card and EFT (electronic funds transfer) remains available for eligible accounts.

### **Feeding Families**

Farm Bureau Insurance is more than an insurance company. Policyholders are also members of the Farm Bureau Federation, the heart of the organization with a long-history of serving the agriculture community. Farming families work tirelessly to put food on our tables. In honor of their work and with so many struggling more than ever to feed their families, the Farm Bureau Insurance companies have collectively committed to donate \$2.3 million to local food banks across their six-state operation.

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### **About the Company**

In South Carolina, Farm Bureau Insurance offers auto, home and life insurance products to all South Carolinians throughout the state. Headquartered just outside of Columbia, policyholders are serviced through exclusive, local agents in 64 offices across all 46 counties. Farm Bureau Insurance features a local Customer Service Call Center (1-800-799-7500), six conveniently located Claims Service Centers, and a team of experienced adjusters to meet the needs of all policyholders. At Farm Bureau Insurance, policyholders are not just customers; they are members of the Farm Bureau family which provides a unique customer experience and access to exclusive discounts and benefits.