

April 16, 2020

Credit to Auto Policyholders

In another effort to help our customers throughout the effects of COVID-19 and the resulting stay-at-home order, NYCM Insurance will be issuing a credit to its approximately 230,000 voluntary auto policyholders.

All auto policyholders as of April 30, 2020 will receive a 15% credit back from their April and May premiums. Customers will not need to do anything to receive this credit, as it will be mailed to the address on their policy in the coming weeks.

We are actively finding ways to continue to support essential employees and local communities, whom we are indebted, however we want to also give back to our valued customers for doing their part in slowing the spread. It is our responsibility to protect our customers, no matter the circumstance. While finances may be weighing heavily on the minds of many right now, we feel it's important to give back what we can.

In addition to providing this credit to our auto policyholders, NYCM has stopped any notice of cancellation for non-payment of premium and will continue to do so until further notice. NYCM is also providing alternative payment options to help customers through financial hardship due to COVID-19. Furthermore, for the time being, we have decided to postpone any new rate adjustments due to the uncertainty of the COVID-19 crisis.

In accordance with social distancing guidelines, NYCM has adapted to how we are providing service to our customers by using digital tools to assess damage on homes or vehicles. We hope this allows our customers to get back to normal as soon as possible.



Thank you, New York

#1 in Customer Satisfaction Among Auto Insurers in New York, 2 Years in a Row

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