

**Filing Memorandum**  
**MetLife Auto & Home® Shelter-at-Home Credit**

The attached endorsement is being filed for immediate inclusion with all private passenger auto policies for all MetLife Auto & Home® companies offering those policies on a new or renewal basis. The purpose of the endorsement is to authorize and facilitate discretionary payments to customers. There has been a decline in driving following the issuance of COVID-19 related emergency orders and the resulting changes in behavior as people shelter in place. With insurance claims decreasing, MetLife Auto & Home® is working to do what's right for its customers.

The credit recognizes that shelter orders and other emergency orders and measures are impacting miles driven and the number of auto accidents. However, although customers are driving less and in fewer accidents, the full impact of the pandemic remains uncertain. This accommodation is based upon estimates of the pandemic's effect thus far. Like other carriers, we also are monitoring the impact of the pandemic on new business, repair costs, premiums being received/bad debt, customer retention, miles driven, coverage levels, the impact of waiving expenses and fees, investment returns, and other factors. The credit is a way of assisting customers quickly while the full impact of the pandemic is determined.

Private passenger auto policyholders countrywide not on a grace period will receive premium credits of 15% of monthly premiums paid in April and May:

- Customers in-force as of April 30<sup>th</sup> 2020, receive a premium credit on their next quarterly/monthly statement = 15% of their April premium.
- Customers in-force as of May 31<sup>th</sup> 2020, receive a premium credit on their next quarterly/monthly statement = 15% of their May premium.

No customer action is required to receive the credit. MetLife Auto & Home® will automatically apply a future credit to the customer's account. For customers who have paid premiums in advance, they will receive a payment equivalent to the credit(s).

We are trying to respond quickly and decisively to assist customers when they need it most. Although much uncertainty remains over the full impact of the pandemic, we are filing the endorsement to remain in effect for 180 days to provide flexibility for future credits, if appropriate.

The credits are being treated as an underwriting expense, so no rating plans are impacted or require modification as a result of this filing. Furthermore, these credits do not involve a projection of future premium.

Because this filing is made in response to the COVID-19 pandemic and is intended to provide customer relief as quickly as possible, we ask for your prompt attention and approval with this filing.

Thank you for your assistance.