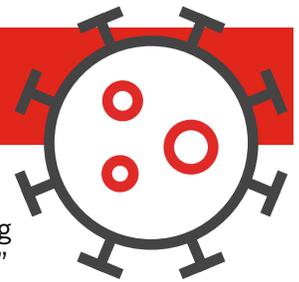


# Covid-19 Response



“Here at State Farm®, we are uniquely positioned to be a source of strength for our customers. Throughout our 98-year history, we’ve been there for our customers during the most challenging of times. We endured those challenges together, and we grew even stronger as an organization.”

— State Farm President and CEO Michael Tipsord

## How we’re serving our customers

### Always Available

We’re committed to making sure our customers have the protection and support they need.

We’re always available to support our customers [online](#), through our [mobile app](#), by [phone](#) and through our network of [State Farm agents](#). Customers who need to file a claim can [start online](#).



### Financial Flexibility

**State Farm Mutual Returning \$2 Billion Dividend to Auto Insurance Customers.** Most customers will see a 25% policy credit for the period March 20 - May 31.



Customers facing financial hardships should call their [State Farm agent](#) to discuss assistance options. We continue to look for ways to help customers during this time.

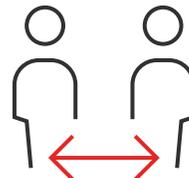
## How we’re caring for our employees

State Farm is taking steps to keep our employees safe while continuing to serve our customers.



We have ceased in-house operations in many of our facilities. **In less than 10 days**, we got **more than 100,000 employees, agents and agent team members working from home**. We procured **30,000 new telephone headsets** to support this effort.

For those employees who must remain in certain facilities serving our customers, we’re **promoting social distancing, performing deep cleaning** and **following all CDC guidelines**.



Promoting **social distancing**.



Performing more frequent and thorough **deep cleaning**.

We’re in **constant communication** with our **58,000 employees** and **19,000 agents** and **their team members** to keep them informed.



We made **paid administrative leave** available to employees who are caring for themselves or household members who tested positive for COVID-19.

## How we’re helping our communities

### Supporting Relief Efforts



State Farm is **donating millions** to nonprofit organizations that are directly supporting **COVID-19 relief efforts** in our communities.

### Matching Gift Program



A **Matching Gift program** is available to help employees support organizations impacted by the COVID-19 outbreak. Donations to qualified nonprofits can be matched by the State Farm Companies Foundation up to the applicable limit.

### Thank You



**We appreciate your patience** as we make adjustments to how we work. We’re committed to continuing to serve you.

Follow the latest on our response via the [State Farm Newsroom](#).