

Message from Pete Irilli to Personal Lines

DATE: May 13, 2020

It's been a couple of weeks since I last reached out, so I wanted to check in, give you some updates and share some success stories.

First, I want to again acknowledge the compassionate customer assistance that our Contact Center Representatives continue to provide day-in and day-out. We know that some of these calls have been pretty emotional, and we sincerely appreciate the service and care you are providing.

As you know, the Company has made a tremendous effort over the past few weeks to put Premium Relief into the hands of our Personal Auto customers in all 3 states. The response from our customers have been overwhelmingly positive.

We returned premium to nearly half a million customers. This was a true team effort with many areas of NJM working together to make things happen quickly and efficiently. I want to send a special shout out to those in the BPU, PL Compliance & Filing Services and the Contact Center who coordinated to combine their time and talents, so that we could make this happen. At the risk of singling out one individual whose name came up many times during the effort, I want to send a personal thank you to Bernie Pastorella. Bernie's knowledge of our special dividend processes and his eagle eye truly were critical to our success. Thank you, Bernie!

These same teams have also been working on a Notice to Policyholders to announce that we are offering a 90-Day Grace Period for New Jersey policyholders experiencing financial hardship due to COVID-19. We expect to be providing you with additional updates on this subject going forward.

As Carol Voorhees mentioned in her recent video, we are continuing to move forward with state expansion and project deliverables. As you know, we went "live" in Connecticut just before the world changed due to COVID-19. I thought you would be interested to know that despite the situation, we have bound over 100 policies in Connecticut! Our Connecticut quote volume has been a bit slower than we'd anticipated, but we're moving in the right direction. When it makes sense, we'll begin to ramp up our marketing efforts. You'll be hearing more about this over the next few months.

We've been working very hard on the next phase of State Expansion. Our Ohio and Maryland teams have been pushing forward. In fact, we are targeting a January 1, 2021 effective date for Ohio. Then we will be forging on to Maryland, targeting a June 1, 2021 effective date.

I'm proud to say that our strategic plan timeframes haven't slipped, and that we have continued to be on-schedule with all of our processing work. This is possible because so many of you pitched in and gave your best to support each other, NJM and our policyholders.

We continue to increase the number of "Work from Home" team members, as we have every week since the beginning of the crisis back in March. We will have approximately 95% of Personal Lines employees telecommuting by the end of this week (May 15th). We recognize the truly remarkable efforts you have made, balancing working from home with the new normal of our personal lives.

After my last communication, someone reached back out to me and said "NJM strong". That really says it all.

THANK YOU!

Pete