

60-day Billing Leniency



Billing Leniency beginning on March 23, 2020, countrywide for 60 days

COVID-19 Updates

Please continue to check our COVID-19 agent resource pages on [Helping You Succeed](#) for Liberty Mutual agents and [Safeco Now](#) for Safeco agents for additional information.

Effective March 23, 2020, we are introducing a countrywide 60-day billing leniency policy for Safeco and Liberty Mutual small commercial customers.

We at Liberty Mutual and Safeco Insurance are here for you and your customers. Effective March 23, 2020, we are introducing a countrywide 60-day billing leniency policy for Safeco and Liberty Mutual small commercial customers. This means that from March 23 through May 22, 2020, we are holding all non-pay cancelations.

What you need to know:

- During the 60-day time-frame billing will continue, but policies will not go into a non-pay status.
- Electronic Funds Transfer (EFT), Recurring Credit Card (RCC) and Payroll Deduct customers will be billed as normal. If customers change to direct bill for any reason, they'll follow the standard direct bill processes.
- Late fees will not be applied.
- All return fees for insufficient funds will be waived.