

"We're committed to helping AAA Members recover from life's uncertainties, today and every day. We want members, our employees and community partners to know we're here for them and want to help. At times of crisis, we have an even greater opportunity to rise to the challenge, show our best selves, and do what we can to serve with care and compassion."

— **Tom Troy**, CSAA IG president and CEO

BEING THERE FOR MEMBERS



20% refund for two months of auto premiums— totaling approximately \$100 million



Flexible payment options



Pausing cancellations for home and auto policies due to non-payment through May 31



Extending auto insurance coverage — at no additional cost — for drivers who are using their personal vehicles to deliver food and medicine

TAKING CARE OF OUR EMPLOYEES



98% of our employees are working from home so that we can continue to be there for AAA Members



No layoffs for 120 days (announced April 6)



Up to two weeks (80 hours) of paid sick leave outside of employees' usual accrual



Virtual and on-demand wellness and meditation sessions, as well as mental health benefits

SUPPORTING OUR COMMUNITIES

\$25,000

invested per week

in making our cafes and their staff available to provide meals for our communities

700

N-95 masks

donated to two California Bay Area hospitals

500

daily meals

provided with the support of our community partners

Offering a special 2:1 match of employee donations to the National Foundation for the Centers for Disease Control and Prevention (CDC Foundation) and Feeding America



CDC Foundation
Together our impact is greater

