



COVID-19
IMPORTANT
INFORMATION



Member Support

- Returned \$800 million in dividends to members with auto insurance policies.
- USAA is covering personal vehicle use for things like delivery usage for their employer due to business disruption.*
- Special payment arrangement on property and auto insurance. Members can extend past-due insurance payments over a 12-month period.**
- Special payment arrangements on life and health insurance premiums.
- Waived and/or reimbursed deductibles or co-payments for coronavirus-related testing for members who have [USAA Medicare supplement plans](#).
- Payment assistance offers include, special mortgage and home equity payment assistance, 90-day credit card payment deferral, 90-day consumer loan payment extension, 90-day non-sufficient funds fee waiver due to COVID-19 hardships.
- Consumer loan and credit card members can extend benefits for an additional 90 days if needed.
- Waived limit and fees on transfers and withdrawals from savings accounts.



Employee Protection and Support

- Extended work from home guidelines through Dec. 31, 2020 for nearly all 35,000 employees.
- In addition to USAA's generous time-off policy which allows full-time employees to earn up to 32 days of paid time off per year, we also are offering an additional 3 weeks of emergency pay for employees to use if they are unable to work due to a COVID-19 related illness or need.
- Implemented social distancing protocols, closed onsite fitness centers, café dining areas and café self-service lines. Onsite medical clinics and pharmacies remain open.
- Restricted all international and domestic business travel.
- Increased touch-surface cleaning measures in all facilities.
- Temporarily closed financial centers and the Bank lobby in San Antonio until further notice.
- USAA medical plan participants who use network providers will not have to pay any out-of-pocket expenses for testing, diagnosis and prescribed medication for COVID-19. Deductibles and coinsurance will be waived for COVID-19 doctor visits and treatments. Expanded and free telemedicine services.



Community Support

- USAA and The USAA Foundation, Inc. committed more than \$10.7 million to nonprofits across the country responding to the coronavirus pandemic by donating to Military-focused nonprofits and nonprofits in USAA campus communities– San Antonio, Tampa, Phoenix, Colorado Springs, Chesapeake and Dallas/Ft. Worth.
- USAA has created employee and member giving opportunities to donate within their communities for COVID-19 related causes. Together with USAA, employees have donated \$3.5 million to COVID-19 related causes.

* Coverage does not apply to delivery through a Transportation Network Company app-based delivery

** Available for a limited time. Some restrictions apply. Offer may vary by location.



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- USAA and the National Fire Protection Association (NFPA) announced the expansion of the Firewise USA® program to include USAA policyholders in Idaho, Montana, Washington and Wyoming living in recognized Firewise USA® sites.
 - [USAA recognizes value of Firewise USA program to help protect neighborhoods](#)
- International consulting firm KPMG ranked USAA #1 for customer service due in part to our support of members during the pandemic. Fellow San Antonio company H-E-B ranked #2.
 - [Survey: USAA, H-E-B named top 2 companies with the best customer experience](#) – MySA.com
- USAA is accelerating its technology strategy to serve members with P&C policies during the pandemic. Read how expanding the use of telematics and fully virtual experiences for most claims will help USAA continue serving members with excellence.
 - [COVID-19 Impacts on the Future of Insurance](#) – USAA News Center
- P&C Catastrophe Team update – USAA is monitoring Hurricane Isaias as it passes through the Caribbean Islands and moves toward the Florida coast and is ready to assist members if/when it is needed.
- USAA and Operation Gratitude delivered more than 14,000 care packages to staff at Memorial Hermann and first responders across Houston as the city continues to experience high levels of coronavirus infections. This is part of USAA's continued support to national and local nonprofits supporting our communities through this pandemic.



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A \$250,000 grant from USAA helped [Operation Gratitude](#) put together and deliver 14,000+ care packages to first responders in Houston, including staff at Memor... See More



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