



April 15, 2020

RE: Markel Surety – Response to Bond Principals regarding impact of COVID-19

Markel Surety is taking this pandemic very seriously, and our top priority remains taking appropriate measures to ensure the health and safety of our employees, their families, and our communities, while continuing to serve our valued agencies and bond principals. Nearly all of our employees are now working remotely. We continue to monitor and follow the recommendations of health authorities and government officials globally, regionally and locally.

Markel Surety recognizes a number of bond principals have been impacted and may be facing financial obstacles as a result of the actions being taken to prevent the spread of the COVID-19 virus. For our bond principals who notify us they cannot pay their premiums due to events related to COVID-19, we are initiating a temporary 60-day voluntary hold on cancellations and nonrenewal notices, except in those states where regulatory orders require a longer time period or stricter guidelines. While we will continue to bill them for premiums, payments will be deferred. In addition Markel Surety will not cancel for non-payment and will waive any late fees during this hold. In all cases, Markel Surety is following state regulatory guidelines, which we continue to monitor and evaluate on a daily basis. We are also committed to working with our bond principals with additional needs on a case-by case basis.

Principals needing assistance should contact their agent or broker or our Surety Customer Care Team at (877) 389-2105 or CustomerCare@markel.com.

Please know that Markel Surety is staying on top of our customers' needs and will work with them through these difficult times.

Disclaimer: Markel Surety's products and services are in partnership with Markel Specialty, a business division of Markel Service Incorporated. Contracts are underwritten by one or more Markel Insurance companies. Terms and conditions may vary.

Markel Surety

SureTec Insurance Company | SureTec Indemnity Company | Markel Insurance Company
2103 CityWest Boulevard, Suite 1300, Houston, TX, 77042
www.markel.com