

State of Vermont
Department of Financial Regulation
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Insurance Division
Guidance on the Filing of Personal Auto
Returned Premium, Premium Credits, Dividends, Paybacks and Premium Adjustments
Related to the COVID-19 Pandemic (4/10/2020)

In response to the current COVID-19 pandemic and shelter-in-place orders, insurers have proposed various plans to reduce rates, return premiums or issue premium credits or dividends to their insureds. These plans should be filed on SERFF, and the Department will expedite their review, usually within one day.

Insurers may choose how to submit these plans on SERFF with either of the following:

1.) Form Filing –

- Please include the endorsement that will be attached to policies and a memorandum detailing:
- (a) which policyholders will receive the premium credit, dividend or payback
 - (b) the amount of premium credit, dividend, or payback, expressed as a percentage of premium
 - (c) how policyholders will receive the payment
 - (d) the aggregate premium impact for Vermont as well as the number of Vermont policyholders who will receive premium credits, dividends or paybacks (may be submitted post approval)
 - (e) the effective date and the date that the endorsement will no longer be used or valid

OR

2.) Rate or Rule Filing -

The insurer is NOT required to include a rate or rule manual page. Please attach the explanatory memorandum under the Rate/Rule Schedule Tab. It will suffice to file a memorandum outlining the following:

- (a) which policyholders will receive the premium credit, dividend, payback, or rate adjustment
- (b) the amount of premium credit, dividend, payback, or rate adjustment, expressed as a percentage of premium
- (c) how policyholders will receive the payment
- (d) the aggregate premium impact for Vermont as well as the number of Vermont policyholders who will receive premium credits, dividends, paybacks, or rate adjustments (may be submitted post approval)

