

Auto/Home Insurance Transition 2022 Frequently Asked Questions (FAQ)

Question: Why is the City changing Automobile and Home Insurance from the Travelers to Farmers Group Select?

Answer: The City is required by the State of NM Procurement Code to conduct periodic Requests for Proposals (RFP) when conducting business with private industry. As a result, the City has awarded Farmers Group Select a contract effective July 1, 2022.

Question: I currently have a policy with the Travelers and my premiums are deducted from my pay check and sent to the Travelers. How will the change affect me?

Answer: The Travelers final payroll deductions will occur on the pay period ending July 1, 2022. Employees have the following options after July 1, 2022:

1. Employees may keep their Travelers policy on a direct pay basis. Contact the Travelers at 888-695-4640 to learn more about this option.
2. Employees may obtain quotes and policies eligible for payroll from Farmers Group Select on or after July 1, 2022, to learn more about this option.

Question: I have my home owner's policy with the Travelers on a direct pay basis through my mortgage payment. How does this affect me?

Answer: Employees have multiple options and they are as follows:

1. Employees may continue with their Travelers policy uninterrupted by the City's change in Insurance Carriers. No action taken by the City will change your arrangement.
2. Employees may explore quotes and policies with Farmers Group Select on or after July 1, 2022.

Question: Can I get a quote from Farmers now?

Answer: No. Farmers contract with the City begins on July 1, 2022, and Farmers can begin quoting and issuing policies on or after that date.

Question: When will more information about Farmers Group Select be made available?

Answer: Open Enrollment materials will include information about Farmers. Open Enrollment materials have been posted to the City website and will be mailed to all employee homes during Open Enrollment. Again, Farmers will be able to provide quotes and policies on or after July 1, 2022.

Question: My premium for Travelers is due on July 1, 2022. If I change to Farmers am I making double premium payments?

Answer: No. This transition will work the same as any Auto/Home policy in the market. If you want to start a policy with Farmers, then the policy begins on the date that you and Farmers agree upon. Your cancellation date should result in a pro-rated refund based on the date of your cancellation. You can contact Travelers to discuss cancellations and refunds further.