



May 20, 2020

## *COVID-19 Payment Deferral Period Extended through June 30, 2020*

Since mid-March, to assist direct bill policyholders facing financial hardships as a result of the COVID-19 pandemic, The Main Street America Group has been accepting requests to defer payment due dates up to 60 days without cancellation or late fees.

Given current COVID-19 pandemic conditions, we are pleased to announce we are extending our timeline to receive payment deferral requests for policies with due dates through June 30, 2020. Please note deferred balances due will be spread over the remaining policy term. Normal billing cycle procedures resume July 1, 2020. **The only exception is for policyholders in states with orders in effect mandating certain payment extension periods.**

To make a request on behalf of an insured, agents can complete/submit [this online form](#) or send an email to [customer@msagroup.com](mailto:customer@msagroup.com) with the insured's name, billing account number and policy number. Please include "Payment Leniency Request" in the email subject line.

For your information, impacted writing companies related to this issue include our Austin Mutual Insurance Company, Grain Dealers Mutual Insurance Company, Main Street America Protection Insurance Company, Main Street America Assurance Company, NGM Insurance Company, Old Dominion Insurance Company and Spring Valley Mutual Insurance Company.

**Important Note:** This short-term deferment does not represent a period of free coverage. The payment and billing cycle will begin again at the end of the deferment period (June 30, 2020). Insureds are required to pay the full amount due on their policies by the end of the policy term.

### **We Are Here for You!**

If you have a customer service inquiry that does not require immediate telephone assistance, please email us at [customer@msagroup.com](mailto:customer@msagroup.com).

As always, policyholders have the ability to report a claim 24/7 via our [website](#) or by calling (877) 4CLAIMS (877-425-2467), or by sending a fax to (877) 282-3844.