



March 27, 2020

## *Update on Payment Options for Coronavirus Hardships*

To help meet the needs of our customers, from now through April 30, 2020, The Main Street America Group is accepting requests for extending payment due dates 60 days from the date requested. This applies to all direct bill policyholders who have been financially impacted by the coronavirus (COVID-19). This revision replaces the 30-day extension period communicated in a prior notice.

This means, if requested and approved, premium payments currently due and all associated billing will be suspended for **60 days** (state mandates will take precedent and we will comply with those in lieu of this exception policy). Policies granted extensions will not cancel for non-payment. Please note premiums are not being waived and will be due in future policy installments.

### **Request Process**

To make a request, please instruct your insured to fill out the following form:

<https://www.msagroup.com/payment-suspension-request>

You also have the option of filling out the form on your insured's behalf or sending an email to [customer@msagroup.com](mailto:customer@msagroup.com) with the following information: insured name, billing account number and policy number. The subject line should be "Payment Leniency Request." ***The email address noted above is for agent use only and should not be shared with policyholders.***

If a 30-day request has previously been submitted for your insured, it will automatically be changed to a 60-day payment extension.

**Important Note:** This deferment does not represent a period of free coverage. The payment and billing cycle will begin again at the end of the deferment period. 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 <http://www.msagroup.com/claims> or by calling (877) 4CLAIMS (877-425-2467), or by sending a fax to (877) 282-3844. We also encourage agent-customers to access our Agents Only portal for helpful tools and information.