

**From:** [Teresa Tomsen](#)  
**To:** [Member Services](#)  
**Cc:** [Marti Romaneck](#); [Tracy Blumberg](#)  
**Subject:** Oregon Mutual: COVID-19 Billing Flexibility  
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Date: March 19, 2020

To: Principals, Agents, Producers, and CSRs

In this difficult and uncertain time, we understand some of our members may be facing financial challenges. As you become aware of situations with our

mutual clients having difficulties with payments due to COVID-19, please contact our Customer Service Department. Our team is here to help work through billing options for those facing hardships related to COVID-19 including:

- Placing a 30-day hold on cancellations for non-payment of premium for those policyholders experiencing hardships related to COVID-19. This is not a waiver for those payments due during this time.
- Waiving late fees.
- Removing accounts from recurring electronic payment methods when necessary.
- Adjusting payment schedules when possible.

As always, we remain committed to meeting the needs of our members and encourage you to contact our Customer Service team at 800-409-3814 for billing assistance.



Oregon Mutual Insurance  
400 NE Baker Street  
McMinnville, OR | 97128

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