

DATE

March 23, 2020

BULLETIN NUMBER

5855

TO

All Merchants Insurance
Group Commercial Agents

SUBJECT

Update to COVID-19
Update 2 -
Midterm Endorsements &
Payment Accommodations

Merchants Insurance Group realizes that our customers are experiencing significant disruption as a result of the current circumstances caused by the ongoing COVID-19 pandemic. We understand this is a difficult and trying period for all, and want to keep you informed of the ways we are adapting to serve you during the COVID-19 outbreak.

Effective immediately, we are making the following changes to help ease economic challenges our policyholders may be facing:

- **Payment Information:**
 - For the next 60 days beginning March 24, 2020 we are suspending future policy non-pay pending cancellations. We will continue to bill policyholders in a cancellation hold status, but their policy will not cancel for non-payment and late fees will be waived. For accommodations regarding final non-payment cancellations released prior to March 24, 2020, please contact our Direct Bill team at 800-462-8182 or by e-mail at directbill@Merchantsgroup.com. Please note, we will accept partial payments.
 - We will defer the upfront assessment fees on MIG Pay®, “pay-as-you go” Workers’ Compensation policies. We encourage you to enroll your upcoming new and renewal Workers’ Compensation business on our self-reporting MIG Pay®, “pay-as-you go” billing plan.
 - Please remind your clients that they may pay by credit card or e-check using our online policyholder portal or the Merchants Mobile app.
 - Policyholders can reach out directly to JP Morgan Chase at 800-852-4052 regarding credit card payments and questions.
 - Agents and policyholders can contact our Direct Bill team at 800-462-8182 or by e-mail at directbill@Merchantsgroup.com.
- **Policy Exposure Changes:**
 - Agents may submit midterm policy endorsements for policyholders with variable exposures that may be reduced during this public health crisis. The exposure reduction should be consistent with the expected reduction in the insured’s operations. Importantly, once business resumes, exposures will need to be reevaluated to prevent large additional premiums upon final audit.

If you hear from policyholders who have been affected by this situation, please let them know we are ready to help with any questions. That includes billing, payments, the possibility of waiving fees, adjusting billing schedules, and extending due dates.

Merchants is ready to assist you and your clients during this difficult time. We are fully operational and able to answer any questions you may have. Please contact your Regional

Vice President, Territory Manager, Underwriting Manager or Underwriter. As always, thank you for trusting your business to Merchants Insurance Group.