



## **Billing Flexibility: We are here to help**

Thursday, March 19, 2020 - 1:00PM (Pacific)

Dear Independent Agent,

There is absolutely no question that the presence of COVID-19 has had an immediate and dramatic impact on our lives. Over the past few days we have received questions from both Agents and Members about our ability to be flexible with billing and payments.

### **Flexible Billing Arrangements**

Please contact us if you have a client who needs help with billing arrangements. We may be able to offer relief with flexible billing arrangements based on the individual member's situation.

- **Personal Lines Accounts:** Contact Member Services at 800-366-5551, Extension 3520
- **Commercial & Farm Accounts:** Contact your Underwriter

### **Late Fees Waived**

Late fees will be waived for all accounts beginning Friday, March 20, 2020. We will continue to waive all late fees through Wednesday, May 20, 2020.

Please contact your District Marketing Manager, your Underwriter, or Member Services if you have any questions. Thank you for everything you do for your clients and for Mutual of Enumclaw.

