



March 20, 2020

## *Coronavirus Update from Main Street America: Here for our Customers*

At The Main Street America Group, we realize these are unprecedented times, and want to make sure you know we are taking all necessary steps to do our part to limit the spread of the virus.

Our offices remain open. However, we have implemented a work from home policy for nearly all of our employees; over 90 percent are equipped and are currently working from home. Our employees are prepared to deliver the same superior service you expect from Main Street America.

In addition, our agents and policyholders can still access important information online including policy data, claim reporting and to pay bills. We understand the concerns both you and your policyholders face and the impact it is having on your daily lives. We also understand that amidst rising concerns, insureds may need extra time to make their premium payments.

As a result, **until April 10, 2020**, we will be accepting 30-day payment extension requests for all direct bill policyholders financially impacted by the coronavirus (COVID-19). This means, if requested and approved, premium payments currently due and all associated billing will be suspended for 30 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.***

**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.