

DATE

June 24, 2020

BULLETIN NUMBER

5875 NY

TO

New York Personal
Lines Agents

SUBJECT

Non-Payment Pending
Cancel Update

To help ease any financial burden due to the COVID-19 pandemic, from March 24, 2020 through June 23, 2020 we suspended non-payment pending cancellations with no interest, late fees or penalties.

As states are reopening and state shelter-in-place mandates are expiring, Merchants has lifted our non-payment pending cancellation policy. As of June 24, 2020, we will return to our normal billing procedures and will issue non-payment cancellation notices, along with a cancellation invoice showing the amount due to avoid a final cancel.

Please note the following:

- Non-Payment Pending Cancellations for New York were held from March 24 to June 23, 2020. Policyholders who did not pay their bills did not receive a non-payment pending cancellation notice and cancellation invoice.
- Merchants continued to send the normal insurance bills, providing policyholders the total premium owed on a specific policy or account for each billing cycle.
- Starting June 24, 2020, we'll return to our normal billing processes and issue non-payment pending cancellation notices, along with a cancellation invoice.
- For policyholders who were enrolled in Electronic Funds Transfer (EFT), we provided them with the option of coming off EFT; otherwise funds continued to be withdrawn. If they did opt to come off the EFT plan, we can now put them back on, if requested.
- Please encourage your customers to take advantage of our My Merchants policyholder portal or the Merchants Mobile app. and our convenient payment options.
- For policyholders experiencing financial hardship and who are unable to make timely premium payments, they should contact the Direct Bill team at 800-462-8182 or by emailing directbill@merchantsgroup.com.

We understand that the COVID-19 pandemic has been very difficult for many, and are prepared to work with you and your customers who continue to need assistance. We have taken the necessary steps to handle increased call volumes, and ask for your patience as phone hold times could increase.

As always, we are ready to assist you and our mutual customers. If you have any questions, please contact your regional vice president, territory manager, or regional underwriting manager. Thank you for your partnership and support as we work through this difficult time together.