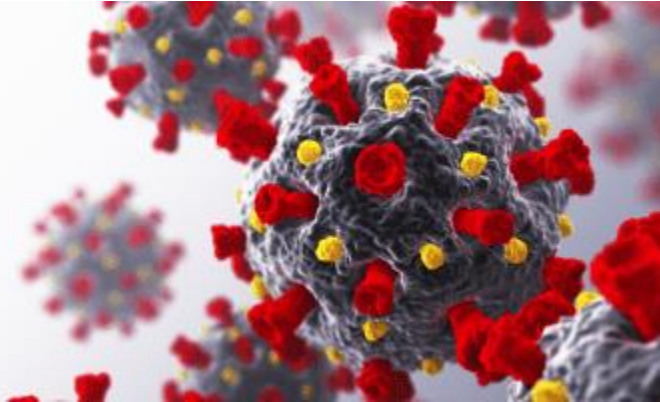


COVID-19

Important Communication



Dear Agent,

During this extremely difficult situation, nothing is of more importance to us than the well-being of our customers. We realize there are many unknowns and we hope to address any pending questions or concerns you may have. Earlier this week, we provided information regarding our Office Operations, Claims, and Risk & Safety. We are now providing Billing and Underwriting questions and answers.

BILLING

Q: What are my client's payment options?

A: If your client is experiencing financial hardship and is unable to make premium payments, they should contact our Billing Department as soon as possible at 505-343-7744 or billing@newmexicomutual.com. The department will review the business's billing arrangements and current operations to make adjustments where appropriate and explore other options that might meet your client's needs. We are also extending the grace-period for non-payment by 45 days during this emergency. We understand these are extraordinary circumstances and we want to be a good partner through these difficult times.

Q: Do you charge late fees? How about installment fees?

A: No, we do not charge late or installment fees. Our billing team is here to assist you and your client with billing arrangements.

Q: What should I do if my client needs coverage, but they have an outstanding balance owed that's in collections?

A: They should contact our billing department directly at 505-343-7744 or billing@newmexicomutual.com. Our billing team is ready to help.



UNDERWRITING

Q: How will cancellations and endorsements be handled?

A: The Underwriting team is aware of the impact of COVID-19 on businesses and will work with policyholders to adjust their policies as needed. Prorated payroll reductions will be permitted mid-term to prevent cancellation of your client's current coverage. In addition, cancellation requests will be reviewed in advance to determine the options available to assist your client. Before making cancellation requests, agents should contact their underwriter to discuss these options.

Q: My client is scaling back their operations, can their payrolls be adjusted? What are the steps to take?

A: Immediately report the change to our Underwriting team for approval so that an adjustment can be made on the next billing cycle.

Q: What if I can't meet my clients to get their signature for forms required by Underwriting?

A: We understand that getting a 'wet' signature from your client may not be possible with current circumstances. Therefore, we are temporarily accepting verified electronic signatures.

FOR ADDITIONAL QUESTIONS

We encourage you to call us at 505-345-7260 with any further questions or concerns that arise. You may also visit our website for additional resources in regard to COVID-19.