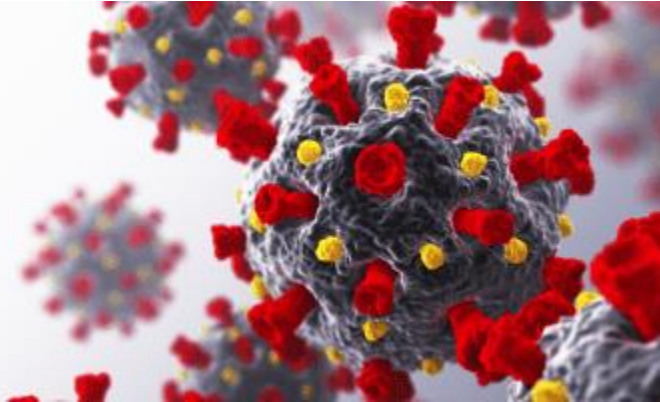


# COVID-19

## Important Communication



Dear Policyholder,

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 payment options?**

**A:** If you are experiencing financial hardship and are unable to make premium payments, you should contact our Billing Department as soon as possible at 505-343-7744 or [billing@newmexicomutual.com](mailto:billing@newmexicomutual.com). The department will review your business's billing arrangements and current operations to make adjustments where appropriate, and explore other options that might meet your 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 with billing arrangements.

**Q: What should I do if I need coverage, but have an outstanding balance owed that's in collections?**

**A:** You should contact our billing department directly at 505-343-7744 or [billing@newmexicomutual.com](mailto: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 current coverage. In addition, cancellation requests will be reviewed in advance to determine the options available to assist you. **Please contact your insurance agent for changes to your policy.**

**Q: I am scaling back my business operations, can my payrolls be adjusted? What are the steps to take?**

**A:** Immediately report the change to your independent insurance agent so that an adjustment can be made on the next billing cycle.

**Q: What if I can't meet my agent to sign forms required by Underwriting?**

**A:** We understand that getting a 'wet' signature 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 regards to COVID-19.**