

Bill Vandevord

From: Founders Insurance Marketing
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Sent: Thursday, March 26, 2020 10:32 AM
To: Bill Vandevord
Subject: Founders Announces Billing and Payment Changes During COVID-19 Outbreak

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Founders Insurance Company **Agent Update**

Founders Announces Billing and Payment Changes During COVID-19 Outbreak

During this time of uncertainty, we want you to know that we're here to work with you to accommodate our mutual policyholders impacted by the coronavirus (COVID-19) pandemic.

With that in mind, we're making some changes to our billing and payment options to help our insureds during this difficult time.

Details for Founders Direct Bill Policies (All States Except Indiana)::

- We are granting a 30-day grace period on cancelations that are pending from **March 25, 2020** through **May 1, 2020**. Agents or policyholders should call **(800) 972-8778** to obtain the grace period. For policyholders that receive a grace period, we will work with them to get their amount owed spread across their remaining payments.
- We are waiving late fees for all policies.
- EFT/Recurring credit cards payments will be made as scheduled unless notified to change by policyholder or agent.

We're hoping that by taking these measures, it will help our policyholders manage their insurance payments during this time.

Agents please note: If you have any questions about these changes, please reach out to your Marketing Representative or Underwriter.

As always, thank you for your business and be safe.



Founders
Insurance Company

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