

# COVID-19 Non-Payment Cancellation Suspension

## Q When does the suspension start?

A Grange is suspending policy cancellations due to unpaid premium beginning March 18, 2020. Suspensions will end May 29, 2020.

## Q How does the suspension work?

A You will continue to receive invoices that include any amounts due. While we will continue to send you invoices, we will not cancel your policy, send late payment notices or charge late fees if you miss a payment. If you're enrolled in Easy Pay EFT and have automatic payments set up, the automated withdrawal will continue to process as normal.

Please note that the suspension is not a waiver of premium, but an extension or grace period for you to make a payment. Once the suspension ends, you will be billed for any premium due that has been unpaid as well as the current minimum amount due.

## Q If I currently make Easy Pay EFT automatic payments, how do I stop them? How do I restart those payments?

A To cancel EasyPay EFT payments altogether (recurring automatic withdrawal from a bank account), you have several options:

1. Sign in to [grangeinsurance.com](https://grangeinsurance.com) and create/log in to your account
2. Contact your agent for assistance
3. Contact our Billing Services at [EFTrequest@grangeinsurance.com](mailto:EFTrequest@grangeinsurance.com)

Immediate requests to have the automatic payment suspended or removed will be honored and processed as quickly as possible. Please note that two business days prior to the automatic withdrawal are required to prevent a withdrawal.

To re-enroll in Easy Pay EFT when the suspension ends, you will need to request re-enrollment in EFT and complete the appropriate authorization form. Your agent can also help you complete this request. The policy must be paid current to be eligible to re-enroll.

## Q If a payment is not received or if I request that an EFT withdrawal be temporarily suspended, what happens?

A For customers enrolled in Easy Pay EFT, and based on a request from the customer, we will suspend the EFT withdrawal for one month. The next month's withdrawal will include the past due premium amount and the current minimum amount due.

