

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 at 11:59 p.m. EDT on June 12, 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 on June 12, 2020, you will be billed for any premium due that has been unpaid as well as the current minimum amount due.

Q Can I set up a payment arrangement to spread out the amount due?

A Yes. We're providing customers the option to spread the amount due over a period up to 3 months. We want to ensure that our customers in need do not suffer further hardship, so we will provide additional assistance on a case-by-case, as-needed basis. Please **contact your independent agent to set up a payment arrangement** or address additional concerns.

Q Will I be charged a late fee if I set up a payment arrangement?

A No. Late fees will not be applied if you request payment arrangements.

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 and create/log in to your account
2. Contact your agent for assistance
3. Contact our Billing Services at 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 [EasyPay 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a payment is not received or if I request to temporarily suspend an EFT withdrawal, what happens when the suspension is no longer in effect?

A If you're enrolled in Easy Pay (EFT) and have suspended payments, any amounts previously billed that were not paid, in addition to the current minimum premium due, will be automatically deducted from your account when the moratorium ends on June 12, 2020. However, you can set up a payment arrangement to spread out the amount over a period of up to 3 months. Please reach out to your independent agent for assistance.

