

## FLEXIBILITY & PAYMENT OPTIONS FOR YOUR INSURED DURING COVID-19

Thank you for being a valued partner. We know your clients are facing financial hardship and we have procedures in place to help. We remain committed to providing your insureds flexibility and payment options during this challenging time.

### CUSTOMER SERVICE

- Our teams are working remotely. **Our business hours are still 7 am-7pm CST Monday-Friday.**
- Processing of mail and posting of physical checks is proceeding as usual.
- Our Customer Service teams are ready to help your insureds and we have assembled a **FIRST Response team** from our Asset Management department to assist with individual requests for payment assistance.
- We are experiencing a high volume of calls, so please be patient or use our special FIRST Response email to submit requests: [firstresponse@firstinsurancefunding.com](mailto:firstresponse@firstinsurancefunding.com)
- We will take a variety of risk factors into consideration, as well as the information you provide, to **customize relief for your insureds.**

### FIRST FLEXIBILITY

- We are offering grace periods to allow extra time for your insureds to make payment arrangements. Normally, insured have up to 21 days before a cancellation request is sent to the carrier.

In order to provide additional relief, we have preapproved a hold on cancellations to offer up to **10 additional days to make payment for small and medium sized businesses** before cancellation notices are sent.

**Upon request, we will hold cancellation notices up to 30 total days after the due date.**

- Our service teams will liberally **waive late fees upon request** from you or your insureds. Fees vary by state, but typically this can save your insureds 5% of the payment due.
- If your insured reduces coverage and has received a **return premium credit** from the carrier, contact us. Typically when this happens, we spread the return premium over future installments due. We can instead apply the return premium as a credit in full toward the next payment due.
- If you have only received a confirmation of expected return premium, we may still be able to assist. We can accept **partial payments and combine this relief with other accommodations**, such as a hold on cancellation.

## RECOMMENDED PROACTIVE STEPS TO WORK WITH YOUR CARRIERS

- Request an adjustment in policy coverage and/or a reduction in premium that will generate a return premium credit. FIRST can apply the credit to the installment payment currently due.
- Ask for a hold on the premium earnings schedule. This grace period may allow us to extend repayment terms.
- Make an appeal to carriers for more favorable terms on policies that currently have accelerated or fully earned provisions.

## CANCELLATION PERIODS

- We are closely monitoring developments in the insurance industry, and we're aware that several states are asking insurance companies to offer cancellation grace periods.
- FIRST issues cancellations notices after payment default to make sure you and your insured are informed about missed payments. If a policy must be cancelled, this action preserves the effective cancellation date with the insurance company.
- During the applicable grace period, your insured will likely still benefit from continued insurance coverage. If your customer remains unable to pay, FIRST will appeal to the insurance company to arrive at an effective cancellation date that offers the return premium amount most likely to cover your insured's loan obligation.

## REMINDERS

- It is not necessary to contact us until an insured is within five days of cancellation.
- We accept **all major credit cards** for installment payments with virtually no limit. Paying by credit card can provide additional flexibility in the short term.



## HOW TO CONTACT US

Contact your Relationship Manager or your primary Asset Management contact.

You can also send an email to our dedicated FIRST Response team at

[firstresponse@firstinsurancefunding.com](mailto:firstresponse@firstinsurancefunding.com)

***Be sure to include the insured's name and account number.***