

## **COVID-19 & U.S. Mail Delays**

The COVID-19 pandemic has been challenging to us all. As we monitor the containment of COVID-19, we remain steadfast in our commitment to service our policyholders. Our hearts go out to those who have been affected as the COVID-19 pandemic continues to impact lives across the globe.

Our office building has been closed to the public since March of 2020; however, we are open to policyholders for claim service and payment strictly following CDC guidelines.

We recognize the COVID-19 pandemic has impacted mail service. We have made adjustments to our payment practices accordingly.

### **CUSTOMER CARE**

We are suspending Late Payment Fees and Reinstatement Fees. Our billing invoices will continue to reflect a payment due date however for our Policyholders experiencing financial hardships as a result of the COVID-19 pandemic, please contact our Billing Department for special billing arrangements.

- Policyholder 24/7 Online Payments available at <https://myaccount.lititzmutual.com/>
- Billing Department: 800-626-4751, Ext. 8420

We are committed to responding to our customers' claim needs.

- 24/7 New Claim Reporting by Phone: 855-725-5642 or 800-626-4751, Ext. 8112
- Claim Status: 800-626-4751, Ext. 8423
- Policyholder 24/7 Online Claims available at <https://myaccount.lititzmutual.com/>
  - Report a New Claim
  - Claim Status

### **EMPLOYEE CARE**

- The majority of our employees are seamlessly performing their jobs, most of them remotely.
- We have instituted travel restrictions on agency visits and put a hold on all external conference attendance.

### **CONTACT US**

At Lititz Mutual, the safety and well-being of our policyholders and employees come first. We are working hard to minimize any disruptions as the COVID-19 situation and mail delays continue to develop. We are taking all the precautions and preventative steps to maintain a healthy and safe work environment while continuing to provide our policyholders with the service they need and deserve.