



# Claims Bulletin

Number: CM-22-01

Date: June 10, 2022

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MUTUAL BENEFIT GROUP

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TO: ALL AGENTS

## **AFTER-HOURS CLAIMS REPORTING SERVICE EXPERIENCING LONGER THAN NORMAL WAIT TIMES**

Mutual Benefit has learned that policyholders attempting to report claims through our after-hours service (800-290-6361) are experiencing longer than normal hold times. Our vendor is addressing this issue by approving overtime for its current employees and hiring additional staff as quickly as possible.

In the meantime, if you should receive calls from your clients concerned about wait times when calling to report a claim after regular business hours, please remind them that they can submit their claim online using this link <https://www.mutualbenefitgroup.com/submit-claim/>. Additionally, they can reach an MBG claims representative from 7:30 a.m. through 5 p.m., Monday through Friday, with minimal wait time. As an agent, you can still fax/email an Acord notice to us or call us during business hours to report a claim in person.

Providing you and our policyholders with quick service at claim time remains one of our top priorities. Thank you so much for your patience and assistance as we work through this issue with our after-hours vendor.

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