



Marketing Bulletin

Number: MKT-21-01

Date: Jan. 7, 2021

MUTUAL BENEFIT GROUP

TO: ALL AGENTS

MBG WILL WORK WITH INSUREDS ON LATE-PAY ISSUES DURING CURRENT POSTAL SERVICE SLOW-DOWN

Mutual Benefit, like many other insurance carriers, is being affected by a significant slow-down in mail delivery on the part of The United States Postal Service.

As a result of this situation, some insureds are receiving their invoices late, and MBG is seeing an uptick in the number of late payments coming into our office.

We will handle the current lag in mail service in much the same way we handled payment relief for insureds impacted financially by the pandemic. If insureds call to tell us they received a cancellation notice or were charged a late fee, our Operation Service Representatives will waive the late fee as appropriate. Our staff will also work with the insured to make certain that the policy does not cancel.

This is a good time to remind your clients of the benefits of paying online. Help insureds understand that they can avoid the problems associated with late mail delivery and late payments by setting up payment via EFT, or by simply logging onto www.thembg.com each month to pay their bill.

We will do our best to work with you and our insureds to handle billing concerns during this time.

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