

# HARFORD MUTUAL

INSURING OPPORTUNITY<sup>®</sup>

3/18/2020

Harford Mutual Insurance is committed to living our mission: *Protecting the financial well-being of our policyholders through mutuality, financial strength, quality insurance products and services, and meaningful partnerships.*

The rapid development of the current coronavirus pandemic (COVID-19) is unprecedented, and we are evaluating the situation daily. To support our policyholders who may be experiencing cashflow issues and are unable to make their next premium due date as a result of emergency actions of local or state mandates due to COVID-19, we are offering a 30-day extension without penalty on your next premium installment payment.

- To request the extension, policyholders or agents can email our Billing Customer Service Department with the account or policy number at [Billing@hm1842.com](mailto:Billing@hm1842.com) and a representative will get back to you.
- Operating hours are Monday through Thursday 8:30 a.m. – 4:30 p.m. or Fridays, 8:30 a.m. – 3:30 p.m. (EST).

Harford Mutual values the relationship we have with our agents and policyholders, and we are taking appropriate actions to assist you wherever possible. We will re-evaluate this policy regularly and update you on any changes immediately. If you have any questions, please contact your Production Underwriter.