



FAQ

COVID-19 Non-Payment Cancellation Suspension

Q WHEN DOES THE SUSPENSION START?

A Grange is suspending policy cancellations due to unpaid premium beginning March 18, 2020. Suspensions will end April 6, 2020.

Q HOW DOES THE SUSPENSION WORK?

A The suspension of policy cancellations is an extension or grace period for your client to make a payment. In this time, we will not charge late pay fees or send late payment notices. However, the suspension is not a waiver of premium. Once the suspension ends, your client will be billed for any premium due that has been unpaid as well as the current minimum amount due.

Q IF I MAKE AUTOMATIC PAYMENTS, HOW DO I STOP THEM? HOW DO I RESTART THOSE PAYMENTS?

A To cancel [EasyPay EFT](#) payments altogether (recurring automatic withdrawal from a bank account), your client has several options:

1. Sign in to [grangeinsurance.com](#) and create/log in to their account
2. Contact you for assistance
3. Contact our customer call center at **1-800-425-1100**

Immediate requests to be removed from will be honored and processed as quickly as possible.

To re-enroll in [EasyPay EFT](#) when the suspension ends, your customer will need to request re-enrollment in EFT and complete the appropriate authorization form. The policy must be paid current to be eligible to re-enroll.

Q IF THE INSURED DOESN'T PAY AN OUTSTANDING INVOICE OR REQUESTS THAT AN EFT WITHDRAWAL IS TEMPORARILY SUSPENDED, WHAT HAPPENS?

A For customers enrolled in Easy Pay EFT, and based on a request from the customer, we will suspend the EFT withdrawal for one month. The next month's withdrawal **will include the past due premium amount and the current minimum amount due**. For customers not on EFT, similarly we do not go into cancel pending or cancel the policy and instead will bill any balance due — past and current — in the next scheduled invoice.

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