

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.pennchartermutual.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.pennchartermutual.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.