



Phone: (800) 626-4751

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Date: March 23, 2020

From: Henry R. Gibbel, President & CEO

Re: **COVID-19 Update**

The past several weeks have certainly been challenging to us all. As we continue to monitor the ongoing developments of the coronavirus (COVID-19), please know that nothing will compromise our commitment to take care of our customers and the things you trust us to insure. Our hearts go out to those who've been affected as the COVID-19 pandemic continues to impact lives across the globe.

Our office building has been closed to the public as of Friday, March 20, 2020 as directed by the Pennsylvania State Governor. Penn Charter Mutual is not closed for business. We have implemented our business continuity plans to continue to provide uninterrupted service, all while helping our customers and employees stay safe and healthy.

CUSTOMER CARE

We are suspending Late Payment Fees and Reinstatement Fees. Our billing invoices will continue to reflect a payment due date however for Penn Charter Mutual 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 Penn Charter Mutual, the safety and well-being of our customers and employees come first. We're working hard to minimize any disruptions as the COVID-19 situation continues to develop. We are taking all the precautions and preventative steps to maintain a healthy and safe work environment while continuing to provide our customers with the service they need and deserve.