

## Merchants Information Update



April 29, 2020

### Important Announcements & Information

#### Billing Changes

Exposure Adjustments

MIGPay<sup>®</sup> "Pay-as-You-Go"  
Workers' Compensation  
Payment Plan

Upcoming Webinars, Register Now!



### Billing

We Have Made the Following Changes

#### Extended Hours of Operation

- Monday through Thursday, 8:00 AM - 7:00 PM
- Friday, 8:00 AM - 4:00 PM

#### Contact Information

- Phone: 800-462-8182

- Email: [directbill@merchantsgroup.com](mailto:directbill@merchantsgroup.com)

#### **Non-payment Cancellations**

- We are suspending future policy non-payment pending cancellations until June 1st in Pennsylvania per state regulations. We will continue to bill policyholders in a cancellation hold status, but policies will not cancel for non-payment and late fees will be waived.
- In Pennsylvania – we are suspending future policy non-payment pending cancellations until June 1st per state regulations
- In New Jersey - we are suspending future policy non-payment pending cancellations until August 1st per Executive Order 123.
  - We will continue to bill policyholders in a cancellation hold status, but policies will not cancel for non-payment and late fees will be waived.
  - We will accept payment over a period of up to twelve months with twelve equal installments.
  - We will not report late payments to credit agencies

#### **Partial Payments**

- Please note, we will accept partial payments and payments may be made by credit card or e-check using our online My Merchants policyholder portal or the Merchants Mobile app.



## **Exposure Adjustments**

We will accept midterm policy endorsements for policyholders with variable exposures that may be reduced during this public health crisis. The exposure reduction should be consistent with the expected reduction in their operations. Importantly, once business resumes, exposures will need to be reevaluated to prevent large additional premiums upon final audit. Please work with our renewal underwriters regarding these exposure adjustments.



## **MIGPay® “Pay-As-You-Go” Workers’ Compensation Payment Plan**

We encourage agents to enroll your upcoming new and renewal Workers’ Compensation business on our self-reporting MIGPay® pay-as-you-go payment plan

Minimum Premium has been reduced to \$1,500

Assessment fees are no longer paid up front

They will be now be evenly collected during the policy term

Policyholders can now change their payroll status to seasonal to eliminate the need to report zero payrolls

[Agent Flyer →](#)

## Upcoming Webinars

Series: Building Business While Working Remotely

Click the session(s) you wish to enroll in:

**[LinkedIn: Targeting New Business](#)**

**[Facebook: Leveraging Your Own Network](#)**

**[Instagram: Engaging With Prospect Audiences](#)**

Please note, this email address is not monitored.  
Please contact your Regional Vice President, Territory Manager or Underwriter with any questions.  
Thank you for your continued support and business.



visit our website: [www.merchantsgroup.com](http://www.merchantsgroup.com)

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