

COVID-19 premium relief, repayment options expand

Extended to Aug. 1, clients receiving enrollment instructions

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MassMutual is here to help clients during this challenging time. Clients facing financial hardship due to the COVID-19 pandemic and unable to pay premiums may have options to help keep their policies and coverage in force.

MassMutual's **60-day grace extension now is available to clients who inform the company on or before Aug. 1** that they are impacted by the COVID-19 pandemic and unable to pay their premiums due **March 24 through Aug. 1, 2020, the premium relief period**. Clients previously had until June 1 to contact MassMutual. "A few states have mandated additional time to pay premiums," said John Laroche, head of Worksite Operations. "We've also expanded that courtesy outside of what's required because we know that people have financial hardships and want to help them protect their families and keep coverage in force."

Eligible clients may benefit from the 12-month premium relief repayment program, which will allow them to **repay the amount of unpaid premium during the relief period in 12 equal monthly installments**.

MassMutual must provide a 12-month premium relief repayment plan in the District of Columbia, New Jersey, and New York, and is **expanding this offer to Alaska, Louisiana, Mississippi, North Carolina, Ohio, and Oregon, and clients who call for grace period extensions on or before Aug. 1**.

MassMutual is notifying eligible clients in the coming weeks with repayment plan enrollment instructions.

Brokers who have clients with foreign mailing addresses also should notify them to ensure awareness considering recent foreign mail returns.

Clients must opt in to the premium relief repayment plan within 30 days of their eligibility notification. *Owners, premium payers, preauthorized check (PAC) depositors, or assignees must make this opt-in request.*

Eligible parameters:

- **Life** (including universal and variable) **and disability income insurance**.
- **Worksite Executive Group Life** and **voluntary benefits**.
- **The following clients with unpaid premiums due during the relief period are eligible for the repayment plan:**
 - *N.Y. clients who call MassMutual for relief on or before Aug. 1.*
 - *Alaska, D.C., La., Miss., N.J., N.C., Ohio, and Ore. clients.*
 - *Clients in all other states who call for relief on or before Aug. 1.*
- **Clients may be eligible for reinstatement and the premium relief repayment plan** if their policy would have lapsed during the relief period (in states with a mandate) or if they contacted MassMutual to reinstate coverage.

Ineligible scenarios:

- **Policies are not eligible for the repayment plan if premiums are paid during the premium relief program period.** Transactions will not be reversed, and any associated interest will not be waived.
- **Clients in states with no mandate who did not call for relief during this period and want to reinstate policies are not eligible** for the repayment plan and are subject to existing reinstatement rules and guidelines.

- **Policy changes due to financial hardship** will not be reversed as part of the relief program.
- **Loan interest and initial premiums are not eligible** for the premium relief repayment plan.
- **Clients who surrender their policy are not eligible** and surrenders will not be reversed.

FURTHER INFO

- Worksite Executive Group Life Service Center, 800-548-0073.
- Worksite Voluntary Benefits Service Center, 844-975-7522.
- Retail Life & Disability Service Center, 800-272-2216

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