

## Clients to receive premium relief payment plan notices

### MassMutual notifying clients with enrollment instructions

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MassMutual will start mailing letters to clients this week notifying them that their extended grace period is ending soon and that they have the option of enrolling in the premium relief payment plan. This mailing will continue over the next several weeks and will be sent to clients approximately 30 days before the end of their extended grace period.

#### Two options

The payment plan letters describe two available options: Clients can either **pay the premiums due during the relief period in full** (lump-sum payment) or **enroll in the 12-month payment plan**, which will consist of an automatic debit from their checking or savings account each month for 12 equal payments. This withdrawal will be separate from any existing automatic withdrawal the client currently has in place.

Clients have 30 days from the date of the letter to respond. The terms and conditions of the payment plan will be included in the mailing.

#### Enrollment instructions

- **Individual life and/or disability income insurance policyowners** will receive a [letter](#) directing them to visit [www.massmutual.com](http://www.massmutual.com) to enroll. Initial letters will include a program code to be used to initiate enrollment.
- **Direct to consumer customers** will receive a [letter](#) directing them to contact 844-872-2200 to initiate enrollment.
- **Life and/or disability income insurance customers on group billing** will receive a [letter](#) directing them to contact 800-272-2216 to initiate enrollment.
- **Executive group life insurance customers** will receive a [letter](#) directing them to contact 800-548-0073 to initiate enrollment.
- **Worksite voluntary benefits life insurance customers** will receive a [letter](#) directing them to email [MassMutualservice@concentrix.com](mailto:MassMutualservice@concentrix.com) to initiate enrollment.
- **Coverpath, MassMutual Direct, and Haven Life customers** will receive an email with instructions on how to enroll or contact respective support teams.

Eligible clients may benefit from the 12-month premium relief payment program, which will allow them to pay the premiums that were due during the relief period in 12 equal monthly installments.

#### Terms and conditions/Eligibility and rules

- **Life and disability income insurance customer** [terms and conditions](#).
- **Direct to consumer customer** [terms and conditions](#).
- **Executive group life and worksite voluntary benefits** [eligibility and rules](#).

#### Agent Email Notifications

Agent Email Notifications (AENs) will notify financial professionals when their eligible clients contact MassMutual to enroll in the premium relief payment plan.

If you have clients who meet the premium relief payment plan eligibility, we recommend contacting them to facilitate a lump-sum payment or encourage enrollment.

#### 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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