



March 18, 2020

TEMPORARY SUSPENSION OF PREMIUM PAYMENTS

In recognition of the sudden and unexpected interruption in your business due to shutdowns resulting from COVID-19, you will not be receiving your normal monthly billing from Illinois Casualty Company from March 20, 2020 until April 20, 2020.

ICC has suspended all premium payments due from March 20, 2020 until April 20, 2020. Per ICC President and CEO Arron Sutherland "At ICC we value our customers and the important service that they provide the community. I hope that this measure helps to ease their financial burden in some small way during this difficult and turbulent time."

- Your normal monthly bill will be deferred and spread over the remaining billing periods
- We will not be processing cancellations for nonpayment of premium during this time period
- If you would like to continue to make your payment on schedule, a payment using a checking or savings account can be made free of charge by utilizing the following:
 - Website - www.ilcasco.com - select Make a Payment
 - Mobile App - *ICC2Go* available on the App Store and Google Play - select Make a Payment
 - Phone - Integrated Voice Response (IVR) System - (855) PAY-2-ICC (729-2422)
- Scheduled Automatic Clearing House (ACH) payments will not be pulled from your account during this time period

Example:

Policy A is effective 2/01/2020 with policy premium of \$1,200 on the 25/9 payment plan. 25% down payment (\$300) was paid 2/01/2020. Each installment is \$100 due on the first of every month from March to November. The April payment is not required or submitted. The April payment will be divided among the future installments from May to November, estimated to be \$114.29 (\$800 policy balance divided by seven remaining installments).

There are several scenarios that can occur during this 30-day moratorium. The above example is for illustration purposes only to show how the 'skipped' payment will affect future installments/down payments.

If you wish to discuss a billing related question, please call (800) 445-3726, then press 3 or email Billing@ilcasco.com.

We appreciate your business!