Dear Mr./Mrs.

We’re in this together

We understand you may be experiencing financial hardship due to the COVID-19 pandemic. To help, we’re extending the time to pay your premium on your insurance policy.

Your extended grace period

The grace period for your April or May premium will last for 60 days. If you’ve already paid your April premium, you can choose to start your grace period in May. If you missed your April payment, we will extend your grace period from your April due date. If you can make your regularly scheduled payment, we encourage you to do so.

You are still required to pay your premiums, even with the extended grace period option.

During the 60-day grace period:

- Your policy won’t be terminated if you can’t pay your premium.
- Your claims will continue to be processed and won’t be denied or delayed for nonpayment of premium.
- We will continue to bill, collect and process premium payments as usual.

You have a payment plan option

Once the 60-day grace period expires, you have a payment plan option. If you don’t pay your premium during the grace period, you can pay the unpaid amount in 6 equal monthly installments starting at the end of your grace period. You won’t have late fees or interest on your payment plan. If you don’t pay it (or any applicable monthly installment), your coverage may be terminated. We won’t recover payment for claims paid during the grace period if you don’t pay your premium.

We’re here for you

We’re committed to assisting you during the COVID-19 pandemic. If you would like to discuss your payment plan options, simply give us a call at 855-524-6028.

As the effects of this pandemic change over time, we’ll continue to evaluate how we can keep helping you. We will contact you about any future changes.

Sincerely,

The Policyholder Services Team

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