

[view email in a browser](#)



As the coronavirus (COVID-19) crisis continues, member financial stress seems to grow daily, and credit unions are stretched trying to meet their financial needs while also meeting new and varying state requirements.

To help you through these difficult times, CUNA Mutual Group has reviewed all recently issued state mandates and is taking action to support your credit union and members. We will not cancel or non-renew policies for failure to pay premium due for 90 days. Other product specific updates include:

Credit Insurance

- There is currently no change for most credit unions because our standard Credit Insurance product already has a built-in 90-day grace period.
- Review this [FAQ](#) for additional information regarding the impact of deferred or delinquent payments on Credit Insurance.
- **Action Required for Credit Unions selling Credit Insurance issued under a Group Policy in Alaska, Delaware, Indiana, Louisiana, Mississippi, and Oregon:** You must ensure Credit Insurance does not automatically terminate during a certain time frame:
 - Data processing systems must be updated to remove the delinquency provision from your insurance codes per the timeline indicated for your state.
 - Contact our Payment Protection Services at 800.356.2644, ext. 665.2000 or PaymentProtectionServices@cunamutual.com for more information.

Debt Protection

- While state insurance department bulletins do not apply to our Debt Protection product, be aware that Debt Protection already has a built-in 90-day grace period that will help members impacted by COVID-19.

Certain eligibility requirements for involuntary unemployment payment cancellation have been relaxed. Review this [FAQ](#) for additional information.

Credit Insurance and Debt Protection Claims

- Member access to My Claims Portal has been streamlined to improve claims servicing and speed processing.

GAP and MRC

While GAP and MRC are not impacted by the deferred payments state bulletins, we have taken additional steps to help credit unions and members with GAP:

- **GAP Waivers:** Two additional skip payments taken between March 1 and July 31, 2020 allowed on all active waivers
- **GAP Plus:** Eligibility for Plus benefits expiring between March 1 and June 1, 2020 is extended to August 31

Given the fluid nature of the world we live in today, CUNA Mutual Group continues to monitor developments and provide regular updates for credit unions and members. As your primary source for the latest information and updates, you are strongly encouraged to visit the [Stronger Together](#) web page, which includes:

- [Lending FAQ](#)
- [Business Protection FAQ](#)

As always, remember that your Account Team is available to support you. If you have questions about any of the above information, please contact me.

Now more than ever, credit unions will demonstrate the people helping people philosophy, and CUNA Mutual Group will do what we can to help. Because we're indeed Stronger Together. #strongertogether

Stay healthy and safe,

[SenderFullName]

[SenderTitle]

CUNA Mutual Group

CUNA Mutual Group is the marketing name for CUNA Mutual Holding Company, a mutual insurance holding company, its subsidiaries and affiliates.

We take your privacy very seriously. Please view our [Privacy Policy](#) to learn more.

© CUNA Mutual Group, 2020. All rights reserved.

CUNA Mutual Group
5910 Mineral Point Rd
Madison, WI, 53705-4498
cunamutual.com



[Manage my subscriptions](#)