

# Coronavirus response FAQ for agents

provided by Texas Mutual Insurance Company

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## What is Texas Mutual doing in response to the coronavirus situation?

We are closely monitoring the global spread of the coronavirus disease (COVID-19) and understand the concern and uncertainty you may be experiencing during this difficult time. We have been preparing for the last several weeks to make adjustments so we can continue to support those who need us.

We are also continuing to monitor public health updates, offer resources to policyholders, work with you to support your clients, and help our injured workers and health care providers navigate this unique situation.

## Have there been any interruptions to Texas Mutual's business operations?

No – Over the last few years, we have worked hard to make sure that an event like this doesn't disrupt our services. The majority of our employees are working remotely for their safety and the safety of everyone in our communities, but we are still available at (800) 859-5995 from 8 a.m. to 5:30 p.m. Central Standard Time, or at [information@texasmutual.com](mailto:information@texasmutual.com). Our teams have been hard at work to make sure that you and your clients have the support you need.

Like many of you, we're limiting exposure by postponing business travel, conducting virtual meetings with our business partners and taking other precautions to keep everyone safe.

## What resources are available to Texas Mutual policyholders and agents?

We initially emailed resources to policyholders and agents on March 4 and have continued communicating since then. Our [Coronavirus Resources & Recommendations](#) page houses that information and offers helpful news and documents including:

- FAQs in English and Spanish
- Prevention and safety handout in English and Spanish
- Information on protecting workers
- Information on workers' compensation claims related to COVID-19
- Links to external resources such as OSHA and the CDC

Since this is a rapidly changing situation, our Coronavirus Resources page will be updated as more information becomes available.

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## **How can I adjust my client's estimated payroll if they have had major staffing changes due to the coronavirus?**

For policies on payroll reporting, there is no need for a policy revision as premium reported has been earned. Future payroll reports will address lower payroll.

For installment policies, you can request the change online by logging in, or you can email [underwriting@texasmutual.com](mailto:underwriting@texasmutual.com).

## **Can a policyholder maintain coverage while they are temporarily closed or not doing business?**

Yes - If a policyholder wants to maintain coverage, call us at (800) 859-5995 and an underwriter will assist you.

## **What should I do if my client is unable to pay an installment or for a renewal, but needs continued coverage?**

Please contact us at (800) 859-5995 and an underwriter will work with you to develop a plan for supporting your Texas Mutual client.

## **Are Texas Mutual events still happening as planned?**

No – For the safety of everyone, we are postponing or canceling scheduled events for agents and policyholders. Registered attendees have been notified. Watch for more information via email.

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(800) 859-5995  
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