

OAKWOOD MUTUAL CORONAVIRUS RESPONSE

To our policyholders:

We understand that many Oakwood Mutual customers could experience financial hardship from the cancellations and closures due to the coronavirus (COVID-19) pandemic. If you have been directly impacted financially by this situation, please know that our [customer service representatives](#) are ready to help with billing and payment issues and that we will do whatever is reasonable and possible to assist.

The easiest and safest way to make payments is through the “make a payment” link on our website.

Thank you for being an Oakwood Mutual customer. Please don’t hesitate to contact us in Decatur at 260-724-7691 or Evansville at 812-425-9485 or via email at customerservice@oakwoodmutual.com.

ADDITIONAL RESOURCES

OAKWOOD MUTUAL RESPONSE PLAN

Oakwood Mutual has deployed a coronavirus (COVID-19) response plan that will help maintain business continuity and decrease the risk of exposure to our customers, our employees, and the communities we live in.

We want to assure you that we are continuing to do business and are committed to serving you during this event.

CAN I PAY MY OAKWOOD MUTUAL BILL IN PERSON?

We are accepting in-person payments but ask that you wear a mask when entering our facilities. We encourage you pay your bill online.

HOW CAN I REPORT A CLAIM?

There are two ways to report your claim.

1. Anytime by phone by calling the Decatur office at 800-247-8079 or Evansville office at 800-294-1011.
2. Contact your Oakwood Mutual servicing agent.

I HAVE A BILLING QUESTION.

Email your billing question anytime to customerservice@oakwoodmutual.com. You can also call the Decatur office at 800-247-8079 or Evansville office at 800-294-1011 Monday – Friday, 8 a.m. – 4:30 p.m. local time.

I HAVE A COVERAGE QUESTION.

Please contact your agent with coverage questions.

RESOURCES FOR COVID-19 (CORONAVIRUS)

[Centers for Disease Control \(CDC\)](#)

[World Health Organization \(WHO\)](#)

[Indiana Coronavirus Home](#)