

## NAU Country Insurance Company

Corporate Accounting

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[www.naucountry.com](http://www.naucountry.com)



## Important - Please Read

### PREMIUM PAYMENTS

Please note the correct premium payment address is:

**NAU Country Insurance Company**  
**P.O. Box 734297**  
**Chicago, IL 60673**

### MPCI & PREMIUM

The Risk Management Agency (RMA) recognizes the challenges America's farmers and ranchers face in light of recent and ongoing drought conditions and will provide flexibility to help farmers and ranchers throughout these challenging times.

Accordingly, the Risk Management Agency (RMA) released Manager's Bulletin MGR-21-006. This bulletin allows Approved Insurance Providers (AIPs) such as NAU Country to defer interest on MPCI and Livestock premium and fees. Interest will be waived for an additional 60 days for premiums with a billing date between **August 1, 2021**, and **September 30, 2021**.

- Billing date 08/15/2021 - premium postmarked by 11/30/2021
- Billing date 09/01/2021 - premium postmarked by 11/30/2021

**NOTE:** Payment for ALL premium with a Debt Termination deadline date between **November 15, 2021**, and **November 30, 2021**, must be postmarked by the Debt Termination date to avoid cancellation of coverage and placement on the Ineligible Tracking System (ITS).

#### **The following crops have a Debt Termination date of:**

##### **11/15/2021:**

- Apiculture, Corn MP-HPO, PRF/Grazing/Haying, and Soybeans MP-HPO

##### **11/20/2021:**

- Apples, Blueberry, Cherries, Cranberry, Fresh Apricot, Fresh Nectarine, Grapefruit, Grapes, Lemons, Mandarins/Tangerines, Oranges, Peaches, Pears, Plums, Tangelos, and WFRP

##### **11/30/2021:**

- Annual Forage, Avocados, Barley, Cultivated Wild Rice, Dry Peas, Grapefruit Trees, Mint, Triticale, and Wheat

### CROP-HAIL/NAMED PERIL

NAU Country has also made the decision for 2021 to defer interest on our Crop-Hail and Named Peril policies, as long as the premium payment is postmarked by **November 30, 2021**.

# SAVE TIME, PAY YOUR BILL ONLINE!



## PAY YOUR BILL ONLINE OR BY PHONE TODAY!

Save a stamp by paying your bill online! Our Farmer Portal allows you to pay your: MPCI, Crop-Hail, Livestock, and Named Peril premiums online! Sign up to create a login, register a bank account, and pay today! To access the portal and register, you'll need your policy number, policy type (MPCI, Crop-Hail, Livestock, or Named Peril), Tax ID, and an email address.

**IMPORTANT:** To avoid a delay in making a payment on time, make sure you have accessed or registered on the Farmer Portal ahead of the BILLING DUE DATE. Our Farmer Portal now requires you to verify your identity when you log in! (See MFA Information below).

You can also contact the Accounting Department at **1.763.486.1711** and one of our representatives can take a check by phone. You will need your bank routing number and bank account number. NAU Country does not accept credit cards as payment.



## KEEP YOUR ACCOUNTS SECURE

NAU Country, along with your partnered agent, take pride in keeping your data and information private and secure. This includes cyber security for the Farmer Portal and NAU Country mobile accounts. In light of this, NAU Country has made **Multi-Factor Authentication (MFA)** part of our user's experience. We are well equipped to ensure IT Security for you, and your privacy will be protected.

Whether you are new to a Farmer Account or have not had one for years, a secondary verification process and MFA set-up is required when you log into your Farmer Account with NAU Country. What does this mean?

**Step 1:** We will need to verify your login information. This will be similar to the login process today. However, after successful login, you will be asked for additional verification. You may be asked to provide your full nine (9) digit social security number to confirm your identification. This will allow us to ensure a direct match with your entity in our crop insurance processing system. Once confirmed, you will proceed to Step 2.

**Step 2:** Once we have verified your login information, you will be prompted with our MFA setup. This allows you to set up a secondary way for the system to verify that it's you. In addition to the password you already created to log in, you will need to enroll in at least one (1) additional authentication factor, however we recommend that you enroll in a minimum of two (2) authentication factors. The MFA options include :

- Okta Verify (Push notification sent through an application)
- SMS (Text) Authentication
- Voice Call Authentication
- Email Authentication

You will only need to enroll in MFA a single time. Once you have completed MFA enrollment, when you log into our systems, you will be 'challenged' with the authentication factor(s) that you have set up. In other words - you will be asked to verify who you are. Contact the NAU Country Call Center with any questions at **1.866.942.6724**.

- To set up a Farmer Account and MFA, access <https://www.naucountry.com/billinginsert>

**NAU Country offers Quicker Claim Payments, Mobile and Email Notifications, and so much more.  
Contact your Agent to learn how to get started today!**

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