

Communication Accessibility Policy – Customer Communications

EMC Insurance Companies seeks to provide auxiliary aids and services when needed to communicate effectively with customers and applicants who have communication disabilities which impair communication. Consistent with this commitment, EMC Insurance Companies will work with customers and applicants to take those steps that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless doing so would create an undue burden for EMC Insurance Companies or would fundamentally alter the nature of the services being offered. EMC Insurance Companies makes determinations about provision of auxiliary aids and services on a case-by-case basis considering various factors and based on an individualized assessment in each situation.

If you have questions regarding this policy or are seeking an auxiliary aid or service, you may contact EMC Insurance Companies by using one of the methods listed below. Remember to include, to the extent applicable, your name, contact information, and the last four digits of your policy or claim number.

Mail:

Corporate Compliance
EMC Insurance Companies
P.O. Box 712
Des Moines, IA 50306-0712

Toll Free: 800-447-2295

Email: CorporateCompliance@EMCIns.com