March 24, 2023

Dear Liberty Customer,

In an effort to resolve an internal issue related to the processing of some customer bills, we are currently reviewing a number of accounts, including yours. Because of this, you may experience a delay in receiving your bills.

We anticipate sending the delayed bills over the next three (3) weeks. Please know you will not be charged any late fees because of this delay. Further, your payment due date will be extended to allow the same number of months to pay your bills as they are deferred by.

Once you've received your bills, if you have any questions or would like to discuss payment options, please know we are here to help. You can call our customer service team at 1-855-216-6305 Monday through Friday, 8 a.m. to 6 p.m.

We apologize for any inconvenience this may cause you and appreciate your patience.

Sincerely,

Liberty