



Special Support for Illinois Customers Living in Alexander, Calhoun, Cass, Christian, Clinton, Cumberland, Douglas, Iroquois, Jackson, Jersey, Lawrence, Madison, Marion, Menard, Monroe, Morgan, Moultrie, Pike, Randolph, Richland, Sangamon, St. Clair and Vermilion Counties

We recognize the hardships faced by consumers who suffered through floods and severe weather recently in Alexander, Calhoun, Cass, Christian, Clinton, Cumberland, Douglas, Iroquois, Jackson, Jersey, Lawrence, Madison, Marion, Menard, Monroe, Morgan, Moultrie, Pike, Randolph, Richland, Sangamon, St. Clair and Vermilion counties in Illinois. We have created special procedures to help in these difficult circumstances.

If you need to discuss your application, claim, policy or a payment issue please call us at 888-575-8249.

For individuals living in Calhoun, Jackson, Jersey, Madison, Monroe, Randolph, and St. Clair counties who are existing policyholders or who applied for coverage, please note the following:

- *Moratorium on cancellations and non-renewals.* We withdraw any cancellation or non-renewal notices issued on or after December 29, 2015 on any in-force policy and will reinstate the policy with no lapse in coverage. In addition, no cancellation or non-renewal notice will be issued until February 29, 2015.
- *Other insurance-related time-period extensions.* We shall grant an extension of any and all requirements that impose a time limit for an insured or claimant to perform any act, including the submission of a claim or proof of loss, reporting of information, submission of bills, or payment of premium. This extension shall be for at least 60 days.
- *Other exceptions to policy or contract requirements or rating or underwriting rules.* We shall consider exceptions to policy requirements or rating or underwriting rules when such rules are not met as a result of this disaster.
- *Availability of the Illinois Department of Insurance.* Consumers who are not satisfied with the handling of their application, servicing of their coverage, or have any disaster-related dispute or issue may file a complaint with the Illinois Department of Insurance. Consumers may use the Department's toll-free complaint hotline is 1-866-445-5364, or file a complaint online at:

<http://insurance.illinois.gov/Home/ComplaintLinks.asp>