

IMPORTANT NOTICE ABOUT YOUR POLICY

Please read this important information about billing flexibility in the District of Columbia due to financial hardship caused by COVID-19.

The District of Columbia Department of Insurance, Securities and Banking (DISB) issued Commissioner's Order 03-2020 requiring regulated issuers of property and casualty insurance to provide relief to District consumers experiencing financial hardship due to COVID-19. This follows Mayor Muriel Bowser's Executive Orders 2020-045 and 2020-046.

The Order prohibits property and casualty insurance companies from terminating insurance contracts due to non-payment for the duration of the Public Health Emergency. The prohibition will not eliminate the obligation to pay unpaid premiums but will be considered an extension of the grace period. To this end, insurance companies shall provide policyholders the ability to repay any unpaid premiums in installments over a period of not less than twelve (12) months beginning one month after the end of the Public Health Emergency.

Insurers shall also:

- Waive installment fees otherwise due;
- Defer cancellations, nonrenewals and adverse underwriting actions; and
- Extend billing due dates and premium grace periods.

If you have any questions, or wish to discuss payment options, please call 1-800-532-4221.