

**Important Notice**  
**Cabrillo Coastal General Insurance Agency, LLC**  
**Cabrillo E&S Insurance Services, LLC**

**Policyholder Notification: COVID-19**

*Executive Order 202.13 issued by Governor Cuomo on March 29, 2020, and  
Emergency Regulation issued by the New York State Department of Financial Services  
on March 30, 2020*

We value your business and the trust you have placed with us. We understand that the unprecedented novel Coronavirus (COVID-19) pandemic has caused financial hardship for many individuals. That is why we want to assure you that we are here for you.

This notice describes the measures we have taken and options, as they relate to your policy, under Executive Order 202.13 issued by Governor Cuomo on March 29, 2020, and the Emergency Regulation issued by the New York State Department of Financial Services on March 30, 2020. Time periods referenced herein may be extended by Governor Cuomo or the New York State Department of Financial Services.

**Your Right to Voluntarily Cancel Your Policy.** Nothing shall prohibit you from exercising your right to voluntarily cancel your policy.

**Late Fees, Reinstatement Fees, or Insufficient Fund Fees.** We are not imposing any late fees, reinstatement fees, or insufficient fund fees relating to such premium payments during the time of this Emergency Regulation.

**Moratorium on Cancellations, Non-Renewals, and Conditional Renewals.** Policyholders facing financial hardship as a result of the COVID-19 pandemic who have provided written attestation, will receive a 60-day postponement of the policy's cancellation, nonrenewal or conditional renewal date when effective from March 29, 2020, through June 28, 2020.

**Proof of Financial Hardship as a Result of COVID-19 Pandemic.** Without information from you, we are unable to determine whether you are experiencing financial hardship as a result of the COVID-19 pandemic. As such, you may still receive a cancellation or non-renewal, or conditional renewal from us. Solely for the purposes of Executive Order 202.13 and the Emergency Regulation, we ask that you complete, sign, and return a written attestation as proof of financial hardship as a result of the COVID-19 pandemic. Please contact us or your insurance producer to obtain a copy of a written attestation.

**Billing and Alternative Payment Arrangements.** In the event that you find yourself unable to make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic, we are here for you and are willing to discuss billing or make alternative payment arrangements for your premium.

Among other alternative payment arrangements, we will allow a policyholder who did not make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic to pay such premium over a 12-month period. This also applies to a policyholder to whom we have previously issued a nonpayment cancellation notice prior to March 29, 2020 (the effective date of Executive Order 202.13), and who can still demonstrate financial hardship as a result of the COVID-19 pandemic.

Please contact us on 866-896-7233 (Toll Free) to discuss billing and make alternative payment arrangements.

**Reporting to Credit Reporting Agency or Referring Debt Collection Agency.** We generally do not report policyholders to a credit reporting agency or refer policyholders to a debt collection agency with respect to uncollected premium. With regard to a policyholder who does not make a timely premium payment and can demonstrate financial hardship as a result of the COVID-19 pandemic, we are not reporting the policyholder to a credit reporting agency or referring the policyholder to a debt collection agency with respect to such premium payment.

**Premium Finance Agreements.** When a premium finance agreement contains a power of attorney or other authority enabling the premium finance agency to cancel a policy listed in the agreement, and a policyholder does not make an installment payment, the premium finance agency cannot cancel the policy for a period of at least 60 days, including any contractual grace period, if the policyholder can demonstrate financial hardship as a result of the COVID-19 pandemic, and subject to the safety and soundness of the premium finance agency.

In the case of a policy where the policyholder does not make the first installment payment to the premium finance agency after the conclusion of the 60-day period described above, and the premium finance agency cancels the policy based on such nonpayment at any time prior to the next succeeding installment payment, we will return to the premium finance agency for the benefit of the policyholder, in accordance with the terms of the policy but no later than 60 days after the effective date of such cancellation, the gross unearned premiums that are due under the policy on a pro rata basis, calculated as if the policy had been cancelled 60 days prior to the effective date of such cancellation.

A premium finance agency shall, subject to the safety and soundness of the premium finance agency, permit a policyholder who did not make a timely installment payment to the premium finance agency due to financial hardship as a result of the COVID-19 pandemic to pay such installment payment over a 12-month period. This also applies to a policyholder to whom the premium finance agency has previously issued a nonpayment cancellation notice prior to March 29, 2020 (the effective date of Executive Order 202.13), and who can still demonstrate financial hardship as a result of the COVID-19 pandemic.

With regard to a policyholder who does not make a timely installment payment to the premium finance agency and can demonstrate financial hardship as a result of the COVID-19 pandemic, a premium finance agency is required to extend the due date for such installment payment by at least 60 days for a policy, and shall not impose any late fees relating to such installment payment.

With regard to a policyholder who does not make a timely installment payment to the premium finance agency and can demonstrate financial hardship as a result of the COVID-19 pandemic, a premium finance company is prohibited from reporting the policyholder to a credit reporting agency or referring the policyholder to a debt collection agency with respect to such installment payment.

A premium finance agency is required to accept a written attestation from a policyholder as proof of financial hardship as a result of the COVID-19 pandemic. This provisions relating to premium finance agreements shall not apply to a settled policy.

**References.** You can find the full Executive Order 202.13 issued by Governor Cuomo on March 29, 2020, by visiting <https://www.governor.ny.gov/news/no-20213-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency#top> and the full Emergency Regulation issued by the New York State Department of Financial Services on March 30, 2020, by visiting [https://www.dfs.ny.gov/system/files/documents/2020/03/re\\_consolidated\\_amend\\_pt\\_405\\_27a\\_27c\\_new\\_216\\_text.pdf](https://www.dfs.ny.gov/system/files/documents/2020/03/re_consolidated_amend_pt_405_27a_27c_new_216_text.pdf).