

Policyholder Notice



July 17, 2017: Illinois Disaster Declaration for Policyholders

On July 17, 2017 Illinois Governor Bruce Rauner declared Cook, Kane, Lake, and McHenry counties state disaster areas after significant issues related to flooding impacted the counties.

As a result of this current disaster in the State of Illinois, insurance consumers may experience disruption of mail delivery and displacement from their residences, businesses, and other properties. Subsequently, the Illinois Department of Insurance issued [revised Company Bulletin 2017-03](#) Suspension of Cancellation, Non-renewal and Premium Payments providing safeguards to Illinois consumers affected by the disaster.

QBE North America is acutely aware of the devastating impact of the storms and has enacted the following directives in accordance with the Illinois Department of Insurance:

- **A moratorium on cancellations and non-renewals** for any notice issued on or after July 12, 2017, on any in-force policy issued to affected policyholders. Additionally, no new notices will be issued to affected policyholders until September 30, 2017 or a later time if deemed reasonable.
- **Extensions will be granted to affected policyholders** on any and all provisions and reporting requirements, including submission of a claim, proof of loss, payroll reporting and payment for a minimum of 60 days from the last date allowed—or required by the policy. Additional extensions will be granted, if deemed reasonable.

Policyholders impacted by the severe weather should contact their agent or broker.

Billing services can be reached by email at: customerserviceinquiries@us.qbe.com or phone at 800.553.4471.

Complaints regarding any disaster-related dispute or issue may contact the Illinois Department of Insurance at 1-866-445- 5364 or online at: <https://mc.insurance.illinois.gov/messagecenter.nsf>

We appreciate the opportunity to assist you during this hardship.