

## IMPORTANT BILLING NOTICE FOR CUSTOMERS

On March 30, 2020, following [Executive Order No. 202.13](#) by the Governor of New York, the New York Department of Financial Services (DFS) issued an [Emergency Regulation](#) requiring insurers to grant premium payment relief to New York consumers and small businesses experiencing financial hardship due to COVID-19.

That Emergency Regulation affords you certain protections, including the following:

- An insurer shall permit a policyholder who did not make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic, including a policyholder to whom the insurer issued a nonpayment cancellation notice prior to the effective date of the Executive Order, and who can still demonstrate financial hardship as a result of the COVID-19 pandemic, to pay such premium over a 12-month period.
- An insurer shall accept a written attestation from a policyholder as proof of financial hardship as a result of the COVID-19 pandemic.
- Nothing shall prohibit a policyholder from voluntarily cancelling an insurance policy or annuity contract.

Links to the full text of the Executive Order and Emergency Regulation referenced above are found at:

- <https://www.governor.ny.gov/news/no-20213-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency>
- [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)

To provide additional relief during this challenging time, MedPro is also implementing the following changes through June 30, 2020:

- Postponing premium payment due dates
- Waiving late fees for non-payment of premium
- Suspending notices of policy cancellation for non-payment
- Suspending requests for policy cancellation from premium finance companies

MedPro continues to evaluate and adapt our COVID-19 response as circumstances change. We also suggest you visit our [COVID-19 Information and Resources](#) website and [www.medpro.com](http://www.medpro.com) for updates.

In the meantime, if you would like to discuss billing and make alternative payment arrangements, please call MedPro's billing team at (800) 463-3776.

### MedPro Group

*MedPro Group is the marketing name used to refer to the insurance operations of The Medical Protective Company, Princeton Insurance Company, PLICO, Inc. and MedPro RRG Risk Retention Group. All insurance products are administered by MedPro Group and underwritten by these and other Berkshire Hathaway affiliates, including National Fire & Marine Insurance Company. Product availability is based upon business and/or regulatory approval and may differ among companies.*



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Attorney Protective continues to evaluate and adapt our COVID-19 response as circumstances changes. In the meantime, if you would like to discuss billing and make alternative payment arrangements, please call us at (877) 728-8776.

### **Attorney Protective**

5814 Reed Road, Fort Wayne, IN 46835 • (877) 728-8776 • [attorneyprotective.com](http://attorneyprotective.com)

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