



Important Update for Policyholders

Dear New Jersey Countryway Insurance customers,

Our commitment to serving you during this unprecedented period of COVID-19 is unwavering.

Countryway employees are working virtually to help reduce the spread of COVID-19, but are available to answer any of your questions or concerns.

In response to the disruption caused by COVID-19, the New Jersey Department of Banking and Insurance is directing all licensed property and casualty insurance carriers to provide their insureds who may be experiencing a financial hardship due to COVID-19 with at least a 90-day grace period to pay insurance premiums so that insurance policies are not cancelled for nonpayment of premium during this challenging time due to circumstances beyond the control of the insured. A policyholder may elect this 90-day emergency grace period to begin retroactively on April 1, 2020 or opt for the grace period to begin on May 1, 2020. During this extended grace period, insurers shall not cancel any insurance policy for nonpayment. Insurers are also directed to:

- Waive late payment fees otherwise due during the 90-day period;
- Allow premiums due but not paid during the 90-day period to be paid over the remainder of the current policy term or up to 12 months in up to 12 equal installments, whichever is longer; and
- Ensure that late payments during the 90-day period are not considered in any future premium calculations at any time (i.e. applicable late payments should not be counted for any rating, pricing, tiering attributes, etc.).

This grace period is intended to be applied to all installment payments, including renewal down payments, provided that the insured provides notice to the insurer that the insured wishes to continue coverage. It is not intended to change the terms of the issued policy or be considered a

forgiveness of the premium. Rather, it is intended that the insurer grant the policyholder an extended grace period for the payment of premium due without penalty or interest. Only your acknowledgment of financial hardship as a result of the COVID-19 pandemic will be requested for us to implement any grace period terms.

If you are experiencing such a financial hardship, please call our toll-free number at **877-367-6572** to speak with a service representative for more information about alternate payment solutions.

We are working closely with your independent insurance agent to handle service requests on your behalf. You may also contact them if you have payment questions or issues. We'll ensure that we keep them up-to-date regarding payment changes to your account.

We appreciate your patience and understanding as we tackle this challenging situation together.

Stay safe,
Your Friends at Countryway Insurance