



Important Update for Policyholders

Dear New York 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 keeping with Governor Andrew Cuomo's Executive Order dated March 29, 2020, any policyholder who is unable to make a timely premium payment or has been unable to respond to a nonpayment cancellation notice sent prior to this Order date due to financial hardship as a result of the COVID-19 pandemic will be afforded the ability to pay such premiums over a 12-month period. Only your verbal acknowledgment of financial hardship as a result of the COVID-19 pandemic will be requested.

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