



## **For Immediate Release**

# **May 6, 2014**

## **Chaney: Companies Must Work with Policyholders in Storm-Impacted Areas**

Jackson- To assist Mississippians struggling to overcome significant losses caused by the recent storms, Commissioner of Insurance Mike Chaney today instructed insurers to work with policyholders in impacted areas regarding payment of premiums.

The Mississippi Insurance Department has issued Bulletin 2014-3, effective today, which applies to commercial property, homeowners, dwelling fire and commercial and personal automobile policies. Insurers are encouraged to allow for extensions or set up payment plans for the payment of premiums for policyholders residing in storm impacted areas. Insurers are also encouraged to contact their policyholders in the impacted areas and to work with them in providing relief where the circumstances so justify.

“I want to also advise policyholders that this is not a waiver of payment,” Chaney said.

Insurers are also directed not to cancel/non-renew policies in the affected areas that are attributed to a failure to pay premiums. If a policy is to be cancelled or non-renewed for any other allowable reason, the cancellation or non-renewal may be made pursuant to statutory notice requirements. However, the Department requests that insurance companies take into consideration that persons in the heavily impacted areas may be unable to receive a notice of cancellation or non-renewal due to relocation or delayed postal service in that area.

If you have questions or problems with filing or completing your claim, the Mississippi Insurance Department is available to assist consumers at its Consumer Assistance Center in the parking lot of St. Luke Methodist Church in Tupelo, at the Disaster Recovery Center in Louisville or you may call our Consumer Hotline at 1-800-562-2957.

Additional disaster claim filing tips and information will be made available via MID social media on Twitter @MSInsuranceDept and on Facebook.