



Our thoughts go out to you and your family following Hurricane Ian. The claims team at Mercury Insurance is ready to help customers who have been impacted. Claims can be reported 24 hours a day, seven days a week to Mercury's Claims Hotline by calling (800) 503-3724.

The Office of Insurance Regulation has issued an Emergency Order to provide Florida residents time to recover without losing their insurance coverage. Mercury fully supports this decision and is taking the following actions to assist you in these trying times.

- **Moratorium on cancellations and non-renewals.** For any cancellation or non-renewal notice effective on or after September 28, 2022, on any in-force policy issued to an affected policyholder or respecting affected property, Mercury Insurance will withdraw the cancellation or non-renewal and reinstate the policy with no lapse in coverage. In addition, Mercury Insurance will not issue any new cancellation or non-renewal notices to affected policyholders or for affected property until after November 28, 2022.
- **Other insurance-related time period extensions.** As to any policy provision, notice, correspondence, or law that imposes a time limit upon a policyholder to perform any act, including transmitting information or funds with respect to a contract of insurance, which act was to have been performed on or after September 28, 2022, the time limit shall be extended to November 28, 2022.

Please call us directly and toll-free at (800) 503-3724 to report a claim, request an accommodation, request cancellation, or simply to ask a question about this topic. Of course, you may also contact your local Mercury agent for assistance.

Thank you for your continued patronage. We look forward to serving you in the future and wish you a speedy recovery.