



Our thoughts go out to you and your family following Hurricane Idalia. 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 Florida Office of Insurance Regulation has issued an Emergency Order to provide Florida residents in impacted counties time to recover without losing their insurance coverage. The impacted counties are Alachua, Baker, Bradford, Citrus, Columbia, Dixie, Franklin, Gilchrist, Hamilton, Hernando, Hillsborough, Jefferson, Lafayette, Leon, Levy, Madison, Manatee, Marion, Pasco, Pinellas, Sumter, Suwannee, Taylor, Union, and Wakulla. Mercury fully supports this decision and is taking the following actions to assist you in these trying times.

- **Moratorium on cancellations and non-renewals.** Between September 1, 2023 and October 31, 2023, Mercury Insurance will not cancel or non-renew, or issue a notice of cancellation or nonrenewal of a policy of insurance covering a risk in the impacted Florida counties, unless the policyholder requests the policy cancellation in writing.
- **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 1, 2023, the time limit shall be extended to October 31, 2023.

Please call us directly and toll-free at (800) 503-3724 to report a claim, request an accommodation, 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.

Mercury Indemnity Company of America