



The claims team at Mercury Insurance is ready to help customers who have been impacted by the recent storms in Illinois. Claims can be reported 24 hours a day, seven days a week to Mercury's Claims Hotline by calling (800) 503-3724.

We have implemented the following procedures for all lines of business for policyholders who reside in or own property located in the county of Christian.

- **Moratorium on cancellations and non-renewals.** For any cancellation or non-renewal notice issued on or after November 23, 2018 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 January 23, 2019.
- **Other insurance-related time period extensions.** Affected policyholders will be granted extensions for policy provisions or other requirements that impose a time limit for an insured or claimant to perform any act, including submission of a claim or proof of loss, reporting of information, submission of bills, or payment of funds.
- **Time period extension for repairs.** In the event repairs to affected property cannot be completed within the time period required under any policy or within the 90-day time period for repairs prior to termination due to condition of the property, Mercury Insurance will provide consumers with an extension of not less than 60 days to make the repairs.
- **Cancellation or non-renewal respecting affected property.** Mercury Insurance will refrain from canceling or non-renewing policies respecting affected property due to "increase in the risk originally accepted" or due to the geographic location of the risk.
- **Other exceptions to policy or contract requirement or rating or underwriting rules.** Mercury Insurance will consider exceptions to policy or contract requirements or other rating or underwriting rules not listed on this announcement when contractual requirements are not met as a result of this disaster.
- **Availability of the Illinois Department of Insurance.** The Illinois Department of Insurance is available for complaints regarding any disaster-related dispute or issue. Consumers may call the Department's toll-free complaint hotline at (866) 445-5364, or file a complaint online at <https://mc.insurance.illinois.gov/messagecenter.nsf>.

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.