

ACLI Advance Regulation Service

CONNECTICUT Bulletin IC-32

Payment Of Premiums – Hurricane Irene

Dated August 25, 2011

Summary: Bulletin provides guidance to insurers on making accommodations for the payment of premiums for those residents and policyholders affected by Hurricane Irene, including the options of a grace period or premium payment plan. Notifies insurers that the Department will work with them to minimize the regulatory effects of a grace period, specifically financial review requirements.

Keywords: grace period
policyholder

This document updates the following Compliance Service(s): Market Conduct

Source: Connecticut Insurance Department website

ACLI Doc ID: 11CT05

Text of bulletin follows:



STATE OF CONNECTICUT
INSURANCE DEPARTMENT

BULLETIN IC-32
August 25, 2011

TO: ALL INSURERS, LICENSEES AND ALL INTERESTED PARTIES

RE: HURRICANE IRENE

With the possible relocation of storm victims and other personal hardships sustained by Connecticut residents, the Connecticut Insurance Department (the "Department") encourages insurers to use all available means to provide prompt and immediate relief to those residents and policyholders, including but not limited to the suspension of premium payments to allow continuing insurance coverage. In conjunction with this effort, the Department will work with insurers to minimize the regulatory effects of an insurer's suspension of premium payments, specifically in regard to financial review requirements. The term "suspension" is not intended to mean forgiveness of the premium. **Rather, it is intended that the insurer grant the policyholder an extended grace period for the payment of any premium due.** Insurers are encouraged to work with policyholders in the collection of premiums, including payment plans.

The normal premium debits from financial institutions may continue in place according to the insurer's written agreement with the policyholder, unless a problem exists with premium debits or a policyholder's specific hardship directs an insurer otherwise. This should be weighed against the potential disruption to an insurer's business model or the inconvenience caused to the policyholder by multiple payments. It is the expectation of the Department that any problems resulting from this issue will be resolved between the parties without a complaint being filed. This would include an insurer working with a policyholder to minimize effects of any penalties or charges associated with premium debits.

For more information, please contact: cid.ca@ct.gov OR (800) 203-3447.

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