

**We understand that the current situation may come with challenges, and we remain focused on doing what is right by the policyholders who may be looking to us in this time of need.**

While we continue to maintain business operations and follow the provisions of our policies, we are still living in unprecedented times, and the COVID-19 pandemic remains a fluid situation. We're continuing to monitor the situation and if circumstances change, we will make the appropriate modifications as necessary.

We understand the pandemic has caused some of our clients to place employees on a temporary leave, causing a potential gap in premium payments. To help address that, we have allowed premium for life insurance to be remitted for up to 90 days past the normal premium due date. As of July 6, 2020, the extended period for payment of premiums ended. As payroll deductions and premium payments continue to go unpaid, termination of coverage may occur.

Below is general information as to how these coverages will be handled and when policies and certificates will be terminated. The specific handling will be based on the product and applicable policy provisions.

1. **Individual Life Insurance:** If the policy has sufficient cash value, past due premiums will be paid using the Automatic Premium Loan (APL) option where applicable. If the policy is unable to use an APL, the coverage will terminate. Individuals may apply for reinstatement by completing our reinstatement application and submitting the past due premium. If new coverage is desired, individuals may apply once they are back actively at work.
2. **Individual Specified Disease and Accident Insurance:** If existing coverage has terminated, individuals may apply for reinstatement by completing our reinstatement application and submitting the past due premiums. If new coverage is desired, individuals may apply once they are back actively at work.
3. **Individual Disability:** If existing coverage has terminated, individuals may apply for reinstatement by completing our reinstatement application and submitting the past due premiums.
4. **Group Life and Group Short Term Disability/Long Term Disability Insurance:** We have considered temporary furloughed employees as satisfying the actively at work requirement and allowed coverage to continue up through June 30, 2020. Policyholders are encouraged to review their specific contract language and notify us of individuals who have not returned to work as of June 30, 2020.

If new coverage is desired, individuals may apply for new coverage once they are back actively at work. Also, certain policies may include portability and conversion options which would apply.

If an employer has furloughed employees that they don't plan to hire back, please notify us in writing so the employees can have an opportunity to continue coverage via Electronic Fund Transfer (except for Group Life & Disability insurance coverage).

If coverage has not yet been terminated based on premiums being due past the contractual timeframes, we are asking employers and insureds to make every effort to make back premium payments. If premiums continue to remain unpaid, the coverage is at risk of being terminated.

**If you have specific questions regarding your policy, please contact 800-645-2317.  
If you are a producer and have specific questions, please contact your Regional Sales Director.**

**To contact the state insurance department or to learn more about their guidance on your rights related to COVID-19, visit their website: [www.dfs.ny.gov](http://www.dfs.ny.gov)**



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