



ELECTRIC INSURANCE COMPANY
75 Sam Fonzo Drive | Beverly, MA 01915
800.227.2757 | ElectricInsurance.com

Important Notice – New York

NEW YORK EXECUTIVE ORDER #202.13

The COVID-19 pandemic is disrupting lives and routines and we are working with our customers to navigate the challenges. Governor Cuomo recently issued an Executive Order and the New York State Department of Financial Services has amended insurance guidelines regarding grace periods for premium payments, late fees, cancellations, non-renewals, and conditional renewals. As your insurer, we are providing you with information on how we are complying with these directives to support you.

During this time, and until further notice we are:

- **Extending the grace period for late payments.** The grace period has been extended for the duration of the state of emergency.
- **Waiving late payment fees.** We will not impose any late fees or report you to a credit reporting agency or a debt collection agency. You may pay the overdue premium over a 12-month period if you experience financial hardship as a result of the COVID-19 pandemic. If this situation applies to you, please contact us.
 - Our Customer Service team is available from 8:00 a.m. to 7:00 p.m. at 800.227.2757.
 - You can also email us at Service@ElectricInsurance.com or use the Chat option on our website.
- **Deferring cancellation of policies for non-payment.** Your policy will not be cancelled for non-payment of premiums. This also applies if we sent you a nonpayment cancellation notice prior to March 29, 2020. Please call us to discuss payment arrangements if you are currently unable to pay your premium.
- **Providing continuation of coverage for expiring policies.** If your policy has expired and you do not have replacement coverage with another carrier due to COVID-19, please call us immediately to discuss potential continuation options.

For more information and updates on New York State Guidelines:

- [A copy of Governor Cuomo's Executive Order can be found here.](#)
- [The regulations issued by the New York State Department of Financial Services can be found here.](#)
- [Check the Department's website for updates.](#)

If you have any questions regarding your rights under the Executive Order or regulations, please email us at Service@ElectricInsurance.com or call us at 800.227.2757 from 8:00 a.m. to 7:00 p.m.

Please visit our website for the latest information about [our response and actions taken to the COVID-19 pandemic](#).