

## **Illinois Floods- Moratorium on Cancellations, Non-Renewals and Premium Payments**

### **Actions taken by The Hanover :**

1. We are withdrawing and or suspending any cancellation and non-renewal notices for all lines of business issued on or after July 12, 2017 until September 30, 2017 in the affected counties of **Cook, Kane, Lake and McHenry**.
2. We are providing an extension of a minimum of 60 days for any policy requirement that imposes a time limit, such as to submission of claims or proof of loss, reporting, submission of bills or payment of funds. The 60 day extension is from the last date allowed under the terms of the policy.
3. We are providing an extension of at least 60 days for customers to make repairs to affected property if repairs cannot be completed within the time required under the policy.
4. We will not cancel or non-renew affected property due to an increase in the risk or geographic location of the risk due to flooding.
5. The Illinois DOI is available for filing complaints related to any disaster related issue at the Department's toll-free complaint hotline at 1-866-445-5364, or online at:  
<https://mc.insurance.illinois.gov/messagecenter.nsf> .