

Notice to Illinois Policyholders located in Alexander, Cass, Calhoun, Christian, Clinton, Cumberland, Douglas, Iroquois, Jackson, Jersey, Lawrence, Madison, Marion, Menard, Monroe, Morgan, Moultrie, Pike, Randolph, Richland, Sangamon, St. Clair and Vermilion counties:

In response to the significant issues related to flooding impacting the above counties The Hanover is immediately taking the following actions:

1. Withdrawing any cancellation or non-renewal notice to affected policyholders issued on or after December 29, 2015 and
2. Not issuing any new cancellation or non-renewal notice to customers affected by this disaster until February 29, 2016.
3. Offering customers an extension of policy provisions or other requirements that impose a time limit for the performance of any act, including submission of a claim or proof of loss, reporting of information, submission of bills or payment of funds for at least 60 days from the last date allowed or required under the policy.
4. Providing policyholders with an additional 60 days to make repairs in the event that repairs cannot be completed on affected property within the time period required under the policy or within the 90 day time period for repairs prior to a termination of the policy due to a condition of the property.

Please contact The Hanover at 1-800-446-8379 or via email at [Complaints@hanover.com](mailto:Complaints@hanover.com) should you have any questions or wish to discuss your insurance needs.

The Illinois Department of Insurance can be contacted to file a complaint regarding any disaster-related dispute or issue. Consumers may call the Department's toll-free complaint hotline at 1-866-445-5364, or file a complaint online at:

<https://mc.insurance.illinois.gov/messagecenter.nsf>