

A recent Executive Order issued by Governor Cuomo, together with recent amendments to the insurance and banking regulations (the “regulations”) issued by the New York State Department of Financial Services (“Department”), extend grace periods and give you other rights if you are an individual or small business and can demonstrate financial hardship as a result of the novel coronavirus (“COVID 19”) pandemic (“affected policyholder”). These grace periods and rights are currently in effect but are temporary, though they may be extended further. Please check the Department’s [website](#) for updates.

A business qualifies as a “small business” if it is resident in New York State, is independently owned and operated, and employs 100 or fewer individuals. If you are a small business and an affected policyholder, please contact Asurion if you are uncertain whether your policy is covered.

A copy of the Executive Order and regulations can be found on the [State of New York’s website, here](#) and [New York’s Department of Financial Services website, here](#).

### **Moratorium on Cancellation, Non-Renewal, and Conditional Renewal**

If you are an affected policyholder, there is a moratorium on your insurer cancelling, non-renewing, or conditionally renewing your property/casualty insurance policy for a period of 60 days. If you do not make a timely premium payment and can demonstrate financial hardship as a result of the COVID-19 pandemic, your insurer may not impose any late fees relating to the premium payment or report you to a credit reporting agency or a debt collection agency regarding such premium payment.

### **Catching up on Overdue Insurance Payments**

The regulations also require your insurer to permit you, as an affected policyholder, to pay the overdue premium over a 12-month period if you did not make a timely premium

payment due to financial hardship as a result of the COVID-19 pandemic and can still demonstrate financial hardship as a result of the COVID-19 pandemic. This also applies if the insurer sent you a nonpayment cancellation notice prior to March 29, 2020.

### **How to Demonstrate Financial Hardship**

If you are unable to make a timely insurance premium payment (which are included in your device protection program), due to financial hardship as a result of the COVID-19 pandemic, you may identify yourself to Verizon Wireless, the billing and collection agent for your device protection program, and be provided repayment accommodations consistent with this order. Such statement is not required to be notarized.

### **Questions**

If you have any questions regarding your election to identify that you are experience financial hardship and may require accommodations under this Executive Order, please contact Verizon Wireless at 1-800-922-0204.