



Policyholder Notice

Illinois Storm Disaster Relief for Policyholders

Illinois Governor Bruce Rauner has declared **DeKalb** and **Ogle** counties state disaster areas due to the severe weather occurrence of April 9, 2015 (other counties may be designated). Subsequently, the Illinois Department of Insurance issued Company [Bulletin 2015-08](#) Suspension of Cancellation, Non-renewal and Premium Payments providing safeguards to Illinois consumers affected by the disaster.

QBE is acutely aware of the devastating impact of the storms and has enacted the following directives in accordance with the Illinois Department of Insurance:

- **A moratorium on cancellations and non-renewals** for any notice issued on or after April 9, 2015, on any in-force policy issued to affected policyholders. Additionally, no new notices will be issued to affected policyholders until June 9, 2015 or a later time if deemed reasonable.
- **Extensions will be granted to affected policyholders** on any and all provisions and reporting requirements, including submission of a claim, proof of loss, payroll reporting and payment for a minimum of 60 days from the last date allowed—or required by the policy. Additional extensions will be granted, if deemed reasonable.

Policyholders impacted by the severe weather should contact their agent or broker.

Billing services can be reached by email at: customerserviceinquiries@us.qbe.com. or phone at 800.553.4471.

Complaints regarding any disaster-related dispute or issue may contact the Illinois Department of Insurance at 1-866-445-5364 or online at:

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

We appreciate the opportunity to assist you during this hardship.