

As of March 19, we are halting the generation of non-pay cancellation notices for one billing cycle in response to the COVID-19 crisis, and then will start following the respective state moratoriums. We will reinstate any policies cancelled for nonpayment since March 18, the first date a moratorium was issued by any state. For about two weeks, the policy status in BillingCenter for delinquent accounts will be “pending cancellation.” In two weeks, BillingCenter will be reconfigured to change the status to “current” for all accounts that went into delinquent status on March 18 or later. We will continue to invoice policies every billing cycle. Any late fees accrued during this time will be reversed and waived. In about three weeks, BillingCenter will be reconfigured to enable us to set flexible parameter settings to accommodate each State’s respective moratoriums.