

COVID-19: Cancellations and Nonrenewals Resuming August 15

July 09, 2020

In response to the COVID-19 health risk, Citizens stopped processing cancellations and sending nonrenewal notices on March 27. We will resume processing cancellations and nonrenewals beginning August 15, 2020.

Past-Due Premium Amounts

Direct-billed policyholders with a past-due premium amount must make a payment to avoid cancellation by August 15, 2020. For policyholders who are unable to pay their past-due amount, Citizens will allow them to make a payment arrangement. This option is available only to COVID-affected policyholders with past-due amount, and they must contact Citizens by August 15 to initiate the arrangement.

Payment arrangement options are not available for new business or current policyholders who have less than three months remaining in their policy term.

This week, Citizens will:

- Email impacted agents and provide policy lists and details regarding payment options.
- Mail/email eligible past-due policyholders with payment options and related information.
- Mail/email ineligible policyholders information that their policy will cancel if payment is not received by August 15.

If the coverage no longer is needed, agents should cancel it in PolicyCenter® as soon as possible.

Special Payment Arrangement

Citizens has developed special payment arrangements for eligible policyholders. See FAQ [4175](#) for more details.

Underwriting Requirements and Required Documents

Citizens will resume processing cancellations and nonrenewals on August 15 for policies that do not meet Citizens' underwriting guidelines.

Citizens' program for alternate documents and deferrals, as outlined in the April 3 [Update on Response to the](#)

[Coronavirus Health Risk](#), also will end on August 15.

Resources

To assist agents with servicing these customers, please refer to the following:

- [Agent Updates bulletin](#) dated April 3
- [Agent Updates bulletin](#) dated May 22
- Log in to the website, then select [FAQs](#) to view *Talking Points: Citizens' Response to the Coronavirus Health Risk*, FAQ [4170](#)

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