

COVID-19: Processing of Cancellations and Nonrenewals Resuming February 1

January 06, 2021

In March 2020, Citizens established a temporary moratorium on cancellations and nonrenewals to ease the burden on policyholders due to the COVID-19 health risk. The Citizens Board of Governors has lifted the moratorium, and we will resume processing cancellations and nonrenewals beginning February 1, 2021. Details are below.

Past-Due Premium Amounts

This week, Citizens will mail an invoice for each policy term to list-bill (mortgagee-billed) and direct-billed policyholders with past-due premium of \$5 or more. The total past-due premium is due on January 31, 2021. We will email affected agents a list of their past-due policies that are direct-billed and list-billed before January 31, 2021, with more information.

Underwriting Requirements and Required Documents

Citizens also will resume processing cancellations and nonrenewals beginning February 1, 2021, for policies where exceptions were made due to the COVID-19 health risk.

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 February 1.

Resources

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

- [Agent Updates bulletin](#) dated August 10
- [Agent Updates bulletin](#) dated May 22
- [Agent Updates bulletin](#) dated April 3
- [FAQs](#) about Citizens' response to COVID-19 (login is necessary to view agent-level answers)

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