

The severe storms and tornadoes in Illinois have caused hardships for many families and businesses. The Illinois Department of Insurance has asked us to inform you of the actions we will take to ensure you do not lose important insurance coverage during the recovery process.

- We will review cancellation and nonrenewal notices sent to policyholders since November 23, 2018, to determine if the policy is eligible for reinstatement.
- As needed, we will extend time limitations stated in the policy or for other requirements that limit the amount of time you must report a claim, provide a proof of loss or submit bills.
- If repairs cannot be made to insured property in a timely manner, we will extend the time period in which to make repairs.
- We will work with you as necessary to avoid undue restrictions and terminations if you are unable to meet the requirements of your insurance policy, due to disruptions in mail delivery or displacement from insured property.

Acuity appreciates your business and our thoughts are with you during this difficult time. If you have any questions, please do not hesitate to contact us or your local, Acuity agent.

The Insurance Department has asked us to remind you should you have a complaint regarding any disaster-related issue or dispute you are unable to resolve directly with Acuity, you may contact the Illinois Department of Insurance toll-free complaint hotline at 1.866.445.5364 or file a complaint online at:

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