

The flooding in Illinois counties Cook, Kane, Lake and McHenry has 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 July 12, 2017 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 have to 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.
- As necessary we will work with you to avoid undue restrictions and terminations if you are unable to meet the requirements of your insurance policy because of 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 call us or your local Acuity agent.

The Insurance Department also wants 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>