



March 27, 2020

Due to the recent events regarding COVID-19 (the coronavirus), we have decided to temporarily modify some of our standard operating procedures. These changes are all in hopes to best support you and your family's needs during these challenging times.

- 1. Digital:** we offer a variety of our services digitally, this includes payments, access to vehicle identification cards, notifications about your policy transactions and more. We highly encourage you to enroll in our My Account feature by visiting www.nycm.com or download our mobile app.
- 2. Payments:** to better assist those impacted by this event, effective immediately we will be stopping any notice of cancellation for non-payment of premium. This will continue until May 1, 2020, and at that time it will be re-evaluated. You will continue to receive your billing installment; however your coverage will not be interrupted due to non-payment. We understand your family may be going through a hardship and we are prepared to accommodate your needs with flexible payment arrangements once normal billing procedures resume.
- 3. Claims:** our claims teams are prepared to continue to service all your claims needs. We will work with you using digital tools to assess the damage on your home or vehicle, allowing you to get back to normal as soon as possible.
- 4. Homeowner inspections:** inspections will be ordered as a drive-by eliminating the need for physical interaction. Customers will be notified of the inspection from a phone call prior to the visit. The inspector will take photos of the front and back of the home and any additional structures.
- 5. Newly added vehicle inspections:** all newly added inspections will be waived at this time. Our goal will be to obtain these documents (MSO, Bill of Sale or Inspection) on your policies next renewal.

At NYCM Insurance we are committed to the responsibility of protecting what matters most to you, and rest assured we are here for you 24/7 at 800-234-6926 during these challenging times.