



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
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BILL LEE
GOVERNOR

HODGEN M. MAINDA
COMMISSIONER

BULLETIN 20-10

TO: Tennessee Licensed Insurance Companies

FROM: Hodgen Manda, Commissioner *Hodgen Manda*

RE: April 12th and 13th Tornado Recovery

DATE: April 27, 2020

Tennessee has recently experienced devastating tornados. These events have resulted in loss of life, destruction of property, and displacement of many Tennesseans. Pursuant to the Emergency Declaration issued April 24th, I am requesting that Tennessee licensed insurance companies make every reasonable effort to assist policyholders who have experienced losses as a result of or have otherwise been affected by the tornadoes this April 12th and 13th.

Specifically, I request that cancellations or non-renewals of policies for the non-payment of premium be suspended for a period of at least sixty (60) days from the date of the loss of those policyholders who have suffered property damage, injuries or loss of life as a result of the catastrophic events. Insurers should take reasonable steps to inform affected policyholders that this extension is available. The sixty (60) day extension of time is not a waiver of a policyholder's obligation to pay premium. Where a delay in premium payment appears to be the result of a disruption to the mail delivery system or of the policyholder's displacement due to the tornadoes, the Department requests that insurers work with the policyholder and take those circumstances into account before cancelling a policy.

The Department further requests insurers make the following efforts to assist citizens affected by the tornadoes:

- Allow exceptions to proof of loss deadlines, notice requirements, and other contract or underwriting requirements;
- Allow for policyholders to voluntarily enter payment plans;
- Allow policyholders to temporarily postpone payment due dates in order to continue insurance coverage;

- Suspend late payment, reinstatement, or insufficient funds fees along with any other fee, penalty, or interest charge resulting from the insured's temporary inability to submit premium payments;
- Allow insureds to request a duplicate copy of their policy at no additional cost;
- Refrain from canceling or nonrenewing policies solely because of claims resulting from the tornadoes; and
- Allow for one (1) early or replacement prescription refill.

This request for an extension and/or exception on behalf of Tennessee policyholders is not intended to address circumstances involving fraud or material misrepresentation or any other reason unrelated to hardships created by the tornadoes. This request for an extension and/or exception is applicable to any policy of a displaced policyholder or disruption of payment delay due to the tornadoes.

Additionally, the Department is requesting the total number claims filed in Marion, Bradley, Hamilton, and Polk counties on a weekly basis. The Department is requesting all licensed property and casualty insurers writing policies in the state provide this data every Friday by close of business through the month of May in order to expediently ascertain the number of consumers affected by the tornadoes.

Please submit the above requested data to David Combs, Director of External Affairs, at David.Combs@tn.gov.

Your cooperation in this effort is greatly appreciated. Any further questions should be directed to the Insurance Division's Policy Analysis Section, 10th Floor, Davy Crockett Tower, 500 James Robertson Parkway, Nashville, Tennessee, 37243 and/or (615) 741-2825.

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