

Dear Device Protection Subscriber,

We are required to send you the information below. This information is **for reference only** since you do not have an outstanding premium balance. For more information, please visit [url].

### **FOR REFERENCE PURPOSES ONLY**

A recent Executive Order issued by Governor Cuomo, together with recent amendments to the insurance and banking regulations (the “regulations”) issued by the New York State Department of Financial Services (“Department”), extend grace periods and gives rights to individuals or small businesses that can demonstrate financial hardship as a result of the novel coronavirus (“COVID-19”) pandemic (“affected policyholder”).

A copy of the Executive Order and regulations can be found on the [State of New York’s website here](#) and [New York’s Department of Financial Services website, here](#). Please check the Department’s [website](#) for updates.

### **Moratorium on Cancellation, Non-Renewal, and Conditional Renewal**

If you are an affected policyholder, and have premium due for your wireless device protection program, there is a moratorium on your insurer cancelling, non-renewing, or conditionally renewing your property/casualty insurance policy for a period of 60 days. If you do not make a timely premium payment and can demonstrate financial hardship as a result of the COVID-19 pandemic, your insurer may not impose any late fees relating to the premium payment or report you to a credit reporting agency or a debt collection agency regarding such premium payment.

### **Catching up on Overdue Insurance Payments**

The regulations also require your insurer to permit you, as an affected policyholder, to pay the overdue premium over a 12-month period if you did not make a timely premium

payment due to financial hardship as a result of the COVID-19 pandemic and can still demonstrate financial hardship as a result of the COVID-19 pandemic. This also applies if the insurer sent you a nonpayment cancellation notice prior to March 29, 2020.

### **How to Demonstrate Financial Hardship**

If you are unable to make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic, you may submit to Asurion a statement that you swear or affirm in writing under penalty of perjury that you are experiencing financial hardship as a result of the COVID-19 pandemic. Such statement is not required to be notarized.

### **Questions**

If you have any questions regarding your rights under the Executive Order or regulations, please visit [url] or contact Asurion at 1-877-699-5799. In the event you have questions regarding your wireless services, please contact Cricket Wireless at 1-800-CRICKET.