

An Executive Order issued by Governor Cuomo, together with amendments to the insurance and banking regulations (the “regulations”) issued by the New York State Department of Financial Services (“Department”), extended grace periods and gave you other rights if you are an individual or small business and could demonstrate financial hardship as a result of the novel coronavirus (“COVID 19”) pandemic (“affected policyholder”) during specific time periods in 2020. Please check the Department’s [website](#) for updates.

A business qualifies as a “small business” if it is resident in New York State, is independently owned and operated, and employs 100 or fewer individuals. If you are a small business and an affected policyholder, please contact Asurion if you are uncertain whether your policy is covered.

A copy of the Executive Order and regulations can be found here: [Executive Orders | Governor Kathy Hochul \(ny.gov\)](#) and on the NY Department of Financial Services Website: [Coronavirus Information for Industry and Regulated Entities | Department of Financial Services \(ny.gov\)](#).

Moratorium on Cancellation, Non-Renewal, and Conditional Renewal

If you are an affected policyholder, there was a moratorium on your insurer cancelling, non-renewing, or conditionally renewing your property/casualty insurance policy for a period of 60 days in 2020. If you did not make a timely premium payment and could demonstrate financial hardship as a result of the COVID-19 pandemic during the relevant time period, your insurer refrained from imposing any late fees relating to the premium payment or reporting you to a credit reporting agency or a debt collection agency regarding such premium payment.

Catching up on Overdue Insurance Payments

The regulations also required 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 could still demonstrate financial hardship as a result of the COVID-19 pandemic. This also applied if the insurer sent you a nonpayment cancellation notice prior to March 29, 2020.

How to Demonstrate Financial Hardship

If you were unable to make a timely premium payment in 2020 due to a financial hardship as a result of the COVID-19 pandemic, you may submit to your insurer a statement that you swear or affirm in writing under penalty of perjury that you experienced a financial hardship as a result of the COVID-19 pandemic. Such statement is not required to be notarized. Your carrier can then assess if any relief applies retroactively to your specific situation.

Questions

If you have any questions regarding your election to identify that you are experience financial hardship and may require accommodations under this Executive Order, please contact Verizon Wireless at 1-800-922-0204.