

If you would like to discuss billing or make alternative payment arrangements or if you have any questions about the below, please contact us at 800-540-2016.

Dear Member,

We hope this note finds you healthy and safe during the coronavirus pandemic (COVID-19). This is a challenging time for all of us as we face unprecedented circumstances for our families, friends and neighbors. We appreciate your trust in us as we navigate this together.

Recently, Mayor Muriel Bowser authorized and directed the Commissioner of the Department of Insurance, Securities and Banking (“Department”) to exercise the emergency powers conferred by § 302 of the Act as are necessary to protect the interests of insurance companies, policyholders and the public for the duration of the Public Health Emergency through Mayor’s Orders 2020-045 (March 11, 2020) and 2020-052 (March 23, 2020). The Department subsequently issued Commissioner’s Order 03-2020, requiring insurers to take various actions.

For more information and resources regarding the District’s response to COVID-19, please visit:

<https://coronavirus.dc.gov/>.

What you need to know

If you are unable to make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic, we will provide you with an emergency grace period to pay insurance premiums so that your policies are not cancelled. You may request payment leniency by contacting us.

We will also:

- Provide you the ability to repay any unpaid premiums in installments over a period of up to twelve (12) months; and
- Waive late payment fees otherwise assessed during the grace period.

Community

Nationwide® has almost 100 years of experience in being there for our members and partners. We continue to do so in this time of great need. In support of our communities and our mission to protect people, businesses and futures with extraordinary care, the Nationwide Foundation is providing \$5 million in national and community response grants to assist non-profits as they manage through the current environment.

For help when you need it

If you have any questions regarding your rights, please contact Member Care at 800-540-2016.

Sincerely,

Nationwide

