

NOTICE TO CUSTOMERS REGARDING COVID-19

As our state and the country continues to respond to the growing impact of COVID-19 (the coronavirus), New York Property Insurance Underwriting Association (“NYPIUA”) is dedicated to caring for your needs.

Due to the recent events regarding COVID-19 (the coronavirus), we have decided to temporarily modify some of our standard operating procedures as follows:

1. **Contacting NYPIUA:** At NYPIUA we are committed to serving you during these uncertain times. In order to remain fully operational, we have shifted our staff to working remotely. We request that our policyholders, whenever possible, contact us by email at fairplan@nypiua.com. If this is not possible, please call (212) 208-9700.
2. **Digital Services:** As always, we encourage policyholders to take advantage of the variety of services offered via our website at NYPIUA.com; this includes making payments, application submission, endorsement submission, submitting a claim and more.
3. **Payments:** We will work with you to accommodate your needs by being flexible with payment arrangements. We understand your family may be going through a hardship and we are available to assist you via email or phone.

Our pay by phone option is currently unavailable. As an alternative option to make a payment, you may use our pay online option at NYPIUA.com or mail in payment to: P.O. Box 1856, Poughkeepsie, NY 12601.

Cancellations: Cancellation notices are sent out automatically if we do not receive timely payment and have not heard from you. If you received a cancellation notice and are experiencing a hardship, you may contact us to discuss reinstatement and payment options.

4. **Property Inspections:** Drive-by inspections will temporarily be used 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. We will send you a letter to request interior photos if needed.
5. **Claims:** We are committed to responding to our customers’ claim needs with speed, compassion, integrity and professionalism. You can make a claim at any time on NYPIUA.com by clicking “Report a Claim”. To submit a claim by phone, or for other claims-related matters, call 212-208-9700.

If you have concerns about social distancing, have a vulnerable person in your house, or have someone who is quarantined due to a positive COVID-19 test, we will work with you. Our adjusters have digital tools to assist in evaluating damages.