

Governor Bruce Rauner declared Christian county a disaster area due to significant storms.

To help provide safeguards for our policyholders residing in this area, and to ensure they do not suffer unnecessary hardship, Genworth has implemented the following in order to comply with the guidelines issued by the Illinois Department of Insurance.

Any cancellation or nonrenewal notice issued on or after November 23, 2018, on any in-force policy issued to an affected policyholder will be withdrawn, and the policy will be reinstated with no lapse in coverage. Genworth will not issue any new cancellation or nonrenewal notices to affected policyholders until January 23, 2019, or a later time if deemed reasonable given an individual policyholder's circumstance.

Genworth will grant extensions for any and all policy provisions or other requirements imposing a time limit for an insured or claimant to perform any act, including the submission of a claim or proof of loss, reporting of information, submission of bills, or payment of premiums. This extension will be a minimum of 60 days from the last date allowed or required under the terms of the policy / contract, or longer if deemed reasonable given an individual policyholder's circumstance.

Policyholders may contact the Illinois Department of Insurance regarding any disaster related dispute or issue. You can reach the Department of Insurance by calling the toll-free complaint hotline at 1.866.445.5364 or file a complaint online at: <https://mc.insurance.illinois.gov/messagecenter.nsf>.