

## Indiana Independent Agency Owners,

On **March 6, 2020** Governor Eric J. Holcomb declared a state of emergency related to COVID-19. The Indiana Department of Insurance has issued a Bulletin instructing insurers to take certain actions for all Indiana customers related to the state of emergency and other Executive Orders. The Bulletin is in effect **March 19, 2020** through **May 18, 2020**. Based on this Bulletin, the following action is being taken:

### CATASTROPHE BILLING AT A GLANCE - ALLSTATE

Lines	All auto, property and consumer household lines
Effective Dates	March 19, 2020 (Begin); May 18, 2020 (End) <b>60 Days</b>
How Does it Work	<ul style="list-style-type: none"><li>▪ Customers <b>continue to receive a bill</b>, stating the scheduled minimum amount due</li><li>▪ Any payment the customer makes while under the Catastrophe Payment Plan <b>will</b> be credited towards the outstanding premium</li><li>▪ Installment fees will be waived during this period</li><li>▪ Allstate Easy Pay Plan, Mortgagee Pay, Recurring Credit Card and Payroll Deduction customers are <b>excluded</b> - In the event a customer is removed from these payment plans, they will automatically be placed on the Catastrophe Payment Plan</li><li>▪ If the customer does not pay the current bill; the next bill will <b>NOT</b> be a cancellation bill. It will be a regular recalculated bill (balance will be evenly spread over remaining billing opportunities)</li></ul>
Removal of CAT Billing	<ul style="list-style-type: none"><li>▪ Removal of CAT billing is automatic, and based on the expiration date provided by the Emergency Order</li><li>▪ The next bill is a recalculated bill</li><li>▪ If this bill is unpaid, the next scheduled billing activity would be a cancellation notice</li><li>▪ Billing history narratives will display – “Removed Special Catastrophe Billing <b>05/18/20</b>”</li><li>▪ The following message will appear on the regular, recalculated billing document to the customer for one billing cycle</li></ul> <p><b>Important notice:</b> <i>We thought you'd like to know that we have placed your policy back on a regular billing schedule. Therefore, please be sure to send us at least the Minimum Amount Due by the Due Date reflected on this bill. Without your payment, we would be required to cancel your policy. If you have any questions about your bill, please contact your agent.</i></p>

### ADDITIONAL INFORMATION

**Policies that have already terminated** for non-payment during the duration of the Bulletin will be reinstated automatically. No action is needed from your agency.

### CONTACT US

For policy-level questions at the RMBC or ASIC, reference the attached **AIA Who to Contact** document.

Regards,

***Eric Montes***

**Allstate Independent Agents  
Sales Administrative Leader**

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