

COVID-19



An Update to Our Policyholders

We at Wayne have been closely monitoring the Coronavirus (COVID-19) pandemic and want to take every step we can to help you during this difficult time. We understand that many are now facing financial hardships and we'd like to help reduce the burden.

While we have already started offering payment assistance through the adjustment of invoice due dates and waiving of late fees, the New York State Department of Financial Services has issued an emergency regulation, 11 NYCRR 229, regarding insurer practices during the COVID-19 pandemic.

New York State Regulation (11 NYCRR 229)

Effective March 29, 2020, if you are facing a financial hardship related to COVID-19, we will provide a grace period of up to 60 days in which your policy will not be canceled, non-renewed or conditionally renewed. This grace period will begin on the premium invoice due date.

In addition to the grace period, we will provide the following financial assistance:

- Repayment of premium over a one-year period;
- Waiver of late fees; and
- Prohibition on reporting negative data to credit reporting agencies.

What to do if you need financial assistance

If you are experiencing a financial hardship related to COVID-19, please contact us immediately by phone at (800) 724-1648 to discuss alternate arrangements for your policy. We will be more than happy to develop a payment plan that works for you.

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What happens if you defer your payment

A payment deferral does not reduce or eliminate a premium payment, but simply delays when the payment is due.

While we understand that making a payment may be difficult at this time, we recommend making either full or partial payments when you can to help reduce the premium balance due.

How to make a payment

There are a variety of ways you can make a payment on your policy, including:

- Online at www.WCICNY.com via our policyholder website;
- By mail (checks only); and
- Via telephone (credit/debit cards only)

You may also contact your independent agent for their specific payment procedures.

Additional resources

For continued updates regarding how Wayne is handling the COVID-19 crisis, please visit our website or follow us on social media.

You may also find a copy of the New York State Department of Financial Services regulation, 11 NYCRR 229, online at <https://dfs.ny.gov>.

Contact

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