



MIKE CAUSEY
INSURANCE COMMISSIONER

ADVISORY

To: All Insurance Companies and other Entities Licensed under Chapter 58 of the North Carolina General Statutes

From: Mike Causey, Commissioner of Insurance

Date: December 6, 2022

Subject: Advisory to Insurance Companies Regarding Policyholders Affected by the Electrical Power Outages in Moore County

On Saturday, December 3, 2022, many residents of Moore County experienced power outage as a result of what has been described as vandalism to multiple electrical substations. According to the latest reports from Duke Power, the power outage could last until at least Thursday, December 8, 2022. As a result, residents are struggling with the basic necessities of life, including food and heat, and may not be able to make premium or debt payments on certain insurance products.

Given the profound effect these measures are having on consumers in the affected areas of Moore County, North Carolina Commissioner of Insurance Mike Causey is working with the insurance industry to ensure that appropriate accommodations are being made for those consumers living in the affected areas of Moore County. Specifically, Commissioner Causey urges insurers to consider the following actions: consistent with prudent insurance practices, relaxing due dates for premiums payments, extending grace periods, waiving late fees and penalties, and allowing payment plans for premiums payments to otherwise avoid a lapse in coverage for those consumers living in the affected areas of Moore County and surrounding areas. Insurers should also consider cancellation or non-renewal of policies only after exhausting other efforts to work with policyholders to continue coverage.

In addition, Commissioner Causey is requesting that all insurance agents, brokers, and other licensees who accept premium payments on behalf of insurers take steps to ensure that customers living in the affected areas of Moore County and surrounding areas have the ability to make prompt insurance payments. This should include alternate methods of payment, such as online payments, to eliminate the need for in-person payment methods, in order to protect the safety of workers and customers.

This Advisory shall apply to insurance products of commercial and personal, property, casualty, accident and health and life policies.

Affected policyholders should notify their insurance carriers and agents and explain their individual situation and difficulties complying with payment schedules.

Commissioner Causey believes the considerations outlined in this Advisory are crucial at this time to help ease the hardships that are being felt by North Carolina citizens. The Department will continue to monitor developments and will evaluate the situation as necessary.

Check the N.C. Department of Insurance website for possible future updates.
www.ncdoi.gov

Please refer any questions regarding Agents to Angela Hatchell at Angela.Hatchell@ncdoi.gov.

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