



To our Tennessee policyholders in Bradley, Campbell, Hamilton, Marion, Monroe, Polk, Scott, and Washington counties affected by the tornados that occurred in Tennessee on April 12 and 13, 2020

For policyholders residing in the counties noted above affected by the devastating tornados in Tennessee on April 12 and 13, Senior Health Insurance Company of Pennsylvania (In Rehabilitation) (“SHIP”) wishes to extend the following assistance:

- All cancellations or non-renewals of policies for non-payment of premiums are temporarily suspended for a period of at least 60 days from the date the policyholder experienced disruption or loss due to the tornados. The suspension does not, however, waive a policyholder’s obligation to make his or her premium payments;
- Exceptions to certain policy requirements regarding proof of loss and other notice deadlines will be allowed;
- If requested by the policyholder, payment plans for premium payments will be allowed;
- If requested by the policyholder, premium payment due dates will be temporarily postponed;
- Late payment, reinstatement, or insufficient funds fees along with any other fee, penalty, or interest charge that are the result of a policyholder’s temporary inability to timely submit premium payments are suspended, and;
- Any duplicate copy of a policy requested by a policyholder will be provided free of charge.

Please call us at 1-877-450-5824 from 8:00 AM to 6:00 PM EST, Monday through Friday if you have any questions or concerns.

May 8, 2020