



To our Tennessee policyholders in Benton, Humphreys, Dickson, Cheatham, Davidson, Wilson, Smith, and Putnam counties impacted by the deadly tornadoes and severe weather that occurred in Tennessee on March 3, 2020

Effective March 3, 2020 through May 1, 2020, Senior Health Insurance Company of Pennsylvania (In Rehabilitation) (“SHIP”) will, as part of the ongoing tornado relief efforts in Tennessee, work with impacted policyholders to maintain their long-term care insurance coverage as follows:

- All cancellations or non-renewals of policies for non-payment of premiums are suspended for a period of at least 60 days from the date of loss for policyholders that have suffered property damage, injuries, or loss of life due to the catastrophic events. 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;
- Voluntary payment plans for premium payments will be allowed, upon request by the policyholder;
- Premium payment due dates will be temporarily postponed, upon request by the policyholder;
- 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.

March 27, 2020