



To our valued policyholders,

NORCAL Group is steadfast in our pledge to meet your needs during these times that are particularly challenging for healthcare providers. **In order to support our policyholders throughout the COVID-19 emergency, we will be suspending cancellations due to non-payment of premium until June 30, 2020** for active policies with invoices due on or after March 13, 2020. Any Notices of Cancellation issued on or after March 13 will be rescinded. Additionally, we will continue to align with Department of Insurance guidance in individual states that have premium relief beginning before or ending after our own grace period.

This grace period extension provides additional time for you to submit payment so you're able to work through this emergency time without disruption of coverage; however, please note that the due date on your invoice will not change, and any accounts enrolled in automatic payment withdrawals via ACH will have payments continue as scheduled unless you contact us.

We appreciate that practices are being impacted by COVID-19. We will continue to monitor and evaluate premium adjustments for practice disruptions (e.g. reduction in patient volume, decline in procedures, etc.) during the COVID-19 emergency at renewal. To discuss specific changes to your practice coverage, or if you have additional questions regarding premium payments, please call your agent or contact us at 844.4NORCAL (844.466.7225) or [customerservice@norcal-group.com](mailto:customerservice@norcal-group.com).

**Thank you for the opportunity to serve you.** For the most up-to-date information, including [FAQs regarding coverages](#) and a full array of telehealth and Risk Management materials, please visit our dedicated [COVID-19 resource page](#).

Sincerely,

**NORCAL Group Customer Service**

