



Our commitment to those affected by the flooding in the state of Illinois

On December 29, 2015, Governor Bruce Rauner declared Alexander, Calhoun, Cass, Christian, Clinton, Cumberland, Douglas, Iroquois, Jackson, Jersey, Lawrence, Madison, Marion, Menard, Monroe, Morgan, Moultrie, Pike, Randolph, Richland, Sangamon, St. Clair, and Vermilion counties state disaster areas after significant issues related to flooding impacted the counties.

Our commitment to our policyholders...

- During the timeframe December 29, 2015 – February 29, 2016, SHIP will grant a 60-day extension, from the last date allowed, of any policy provision or other requirements that impose a time limit for an insured to perform such act, including the submission of a claim or proof of loss, reporting of information, submission of bills, or payment of funds.
- Withdraw and reinstate with no lapse in coverage all cancellations or non-renewals on or after December 29, 2015 (expires February 29, 2016), on any in-force policy issued to an affected policyholder.

If you have an Illinois disaster-related dispute or issue regarding your SHIP policy; you may contact the Illinois Department of Insurance at the toll-free complaint hotline at 1-866-445-5364 or file a complaint online at <http://mc.insurance.illinois.gov/messagecenter.nsf>.

For detailed information or assistance locating alternate providers, please contact SHIP at 1-877-450-5824 between the hours of 8:00 a.m. and 6:00 p.m. Eastern time, Monday through Friday.