



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

**Department of Commerce,
Community, and Economic
Development**

DIVISION OF INSURANCE
Juneau Office

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Bulletin B 20-08

**TO: ALL INSURERS AUTHORIZED TO TRANSACT INSURANCE IN THE STATE OF ALASKA AND
OTHER INTERESTED PARTIES**

**RE: FAIR TREATMENT OF CONSUMERS DURING STATE OF EMERGENCY DUE TO COVID-19
(NOVEL CORONAVIRUS)**

Governor Mike Dunleavy issued a public health disaster emergency declaration for COVID-19 disease also known as the novel coronavirus on March 11, 2020. Based on the authority given the Director of Insurance during an emergency under AS 21.06.080(d), the division issues the following guidance to insurers:

All Lines of Insurance

The Alaska Division of Insurance (DOI) prohibits carriers from terminating insurance contracts due to non-payment. This effort will provide relief to affected policyholders by allowing continuing insurance coverage. In conjunction with this effort, the DOI will work with carriers to minimize the regulatory effects of such an extension, specifically financial review requirements. The extension of the grace period does not eliminate the obligation to pay the premium, but limits policy cancellation for late payment. Carriers are encouraged to work with policyholders in the collection of premiums and to waive all late fees.

It is possible that electronic payment methods may not be operating correctly due to the immediate challenges of COVID-19 self-quarantining or potential closures of banks and other financial institutions. Consumers and business owners may also be facing significant financial challenges related to the emergency declaration. It is the DOI's expectation that any problems with premium payment during the extended period would be resolved by the insurance company without a consumer complaint being filed.

This bulletin remains in effect until June 1, 2020.

If you have any questions relating to this bulletin, please contact Joanne Bennett, Property and Casualty Supervisor, at joanne.bennett@alaska.gov or Sarah Bailey, Life and Health Section Supervisor, at sarah.bailey@alaska.gov.

Dated this 18th day of March, 2020, at Juneau, Alaska.

A handwritten signature in blue ink, appearing to read "Lori Wing-Heier", is written over a horizontal line. The signature is stylized and cursive.

Lori Wing-Heier
Director