



* * * B U L L E T I N * * *

DATE: March 23, 2020

TO: Insurance Commissioner
Department of Insurance
1351 West North Street,
Suite 101, Dover, DE 19904
Fax: 302- 739-4765 - Email: Trinidad.Navarro@state.de.us

FROM: Insurance Placement Facility of Delaware (Delaware FAIR Plan)

RE: COVID-19 (Coronavirus)

This will provide you with an overview of the Delaware FAIR Plan's intended response to the above event. We will update you of any changes as circumstances dictate. We continue to monitor developments around the spread of COVID-19 (the Coronavirus), the health and safety of our insureds, friends, and employees, and our ability to ensure seamless continuity of service, are our top priorities.

We have implemented, our business continuity plan that enables us to support our insureds' needs without any interruption in the high-quality service we provide. Our employees are working remotely, and our offices are closed. We are open for business. We are still able to transact all of our usual operations except; we have been asked to close our walk-in customer service area. As such, there are no face to face in person transactions. All other business will continue as normal.

Claim Reporting - Claims may be reported by:

- (1) E-Mail: Claims@pafairplan.com
- (2) Phone: 800-462-4972
- (3) Website: www.defairplan.com
- (4) Mail: Insurance Placement Facility of Delaware
190 N. Independence Mall West, Suite 301
Philadelphia, PA 19106-1554

(2) Agent Notice - Agents of record and agent trade associations have been notified of the above.

(3) Policyholder Notice – Policyholders will receive an information packet explaining the coverage and providing guidance on mitigating their loss and presenting their claim.

Should you have any questions contact the Claims Manager at 800-462-4972, ext. 157.

Patrick Murphy II, PA AIC SCLA MIAAI
Claims Manager