



CNA Center
151 N Franklin Street
Chicago, IL 60606
www.cna.com

If you would like to discuss billing, make alternative payment arrangements, or if you have any questions about the information below, please contact us at (877) 276-7507.

Dear Policyholder,

CNA recognizes the difficult circumstances that many of our insureds find themselves in as a result of the COVID-19 pandemic. In a short period of time, the COVID-19 pandemic has impacted the way we live and the way we do business. In accordance with Governor Murphy's Executive Order No. 123 and Insurance Bulletin 20-15, issued by the New Jersey Department of Banking and Insurance, New Jersey policyholders facing financial hardship due to COVID-19 are entitled to a 90-day premium grace period. Additionally, New Jersey policyholders who are unable to make timely premium payments due to financial hardship resulting from the COVID-19 pandemic may be eligible for alternative payment arrangements.

Premium Payment Grace Period

If you are facing financial hardship, you are entitled to a 90-day grace period to make premium payments. During this 90-day grace period your policy will not be cancelled for nonpayment, including nonpayment of installment and renewal down payments. If you are experiencing financial hardship, you may elect the 90-day grace period to begin retroactively on April 1, 2020 or opt for the grace period to begin on May 1, 2020. Additionally, if you do not make a timely premium payment as a result of the COVID-19 pandemic, we will not impose any late fees or report you to a credit reporting or debt collection agency.

Catching up on Overdue Insurance Payments

Policyholders financially affected by COVID-19, may pay premiums due but not paid during the 90-day period over the remainder of the current policy term or up to 12 months in up to 12 equal installments, whichever is longer.

Contact Us

Requests for alternative payment plans may be made in writing via the email address cidirect@cna.com, or by calling us at our toll-free number (877) 276-7507. The business name and CNA account number should be listed on all written requests. Additional information may be required at the time of request.

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