



**TO: All Property & Casualty Insurers Writing Policies Issued in Virginia or on Risks Located in Virginia:**

All Property & Casualty insurers should consider making rate filings that provide temporary relief to insureds during the COVID-19 public health emergency. These filings may include premium discounts for specific perils or coverages, as well as any other appropriate reduction in premium commensurate with the reduced exposure, such as reduced driving, reduced liability, or reduced property exposures. Insurers writing private passenger automobiles may also use their suspension of insurance rule/form to accommodate insureds who are not using one or more their vehicles.

Insurers whose filed rules provide that credit scores will be obtained more frequently than the three years provided in §§ 38.2-2126 and 38.2-2234 of the Code of Virginia, should consider altering the frequency of obtaining insurance credit scores for the duration of the pandemic. Additionally, §§ 38.2-2126 and 38.2-2234 provide in part:

[A]n insurer may, upon request, provide reasonable exceptions for an individual whose credit information is directly and adversely impacted by a catastrophic event, as determined by the insurer, including catastrophic illness or injury or the death of a spouse or member of the same household. The insurer may require reasonable documentation of the event prior to granting an exception. No insurer shall be deemed out of compliance with its filed rules and rates as a result of granting an exception pursuant to this subsection.

The Bureau reminds insurers that they also have the ability to file rate-capping rules related to COVID-19 where they may defer the application of the adverse impact of insurance credit scores or other rating plan factors. Please review the regulation, 14 VAC 5-345-10 et seq., at: <https://law.lis.virginia.gov/admincode/title14/agency5/chapter345/>.

The P&C Rule, Rate and Forms Sections of the Bureau of Insurance will make every effort to expedite any COVID-19 related filings to the extent permitted by law. Please indicate "COVID-19" in the product name field in SERFF to indicate the filing is related to COVID-19.

This communication only applies to file and use rates subject to Chapter 19 of Title 38.2.