



INFORMATIONAL MEMORANDUM

Florida Office of Insurance Regulation
David Altmaier, Commissioner

DOI Link: <https://www.floir.com/Office/Coronavirus-COVID-19.aspx>

Description: FL COVID-19 'All Lines of Business' Insurance News Releases & Bulletins

Informational Memoranda

- **OIR-20-04M: Leniency on Payments and Other Considerations - March 25, 2020**

The OIR issued [Informational Memorandum OIR-20-04M](#) to all insurers and entities regulated by the office to provide general guidance on the treatment of policyholders as part of the state's ongoing efforts to protect Floridians. Guidance within this memorandum includes:

Leniency on Premium Payments

- Regulated entities are encouraged, when prudently possible, to be flexible with premium payments in order to avoid a lapse in coverage. Regulated entities are encouraged to only consider cancellation of policies if all possible efforts to work with consumers to continue coverage have been exhausted.

Removing Exclusions on Certain Personal Auto Exclusions

- Many insureds may be temporarily utilizing their personal automobile for purposes that might otherwise be considered commercial use. Regulated entities are encouraged to consider allowing such use for insureds, provided that such use is limited to the duration of the Emergency Orders.

Underwriting and Claims Inspections

- Regulated entities, agents, consumers, and employers are strongly encouraged to explore virtual options for underwriting and adjusting claims in lieu of in-person property inspections and for premium audits of employers' records.

Disclaimer: The information outlined above is provided for informational purposes only.
It is not intended, nor should it be considered as legal advice.
Please refer to the respective State website for more information.

General Considerations

- OIR has provided guidance on general considerations regulated entities can make, including electronic communications, teleworking, and utilizing electronic signatures. In addition, OIR is granting a 30-day extension for any annual statements due to be filed with OIR by a regulated entity on or before May 1, 2020, for the following regulated entities:
 - a. Health maintenance organizations pursuant to section 641.26, Florida Statutes;
 - b. Insurance administrators pursuant to section 626.89, Florida Statutes;
 - c. Continuing care providers pursuant to section 651.026, Florida Statutes; and
 - d. Multiple-employer welfare arrangements pursuant to section 624.442, Florida Statutes.

Please read Informational Memorandum OIR-20-04M [here](#)

- **OIR-20-03M: Business Continuity / Continuity of Operations Plans - March 16, 2020**

Understanding recommended COVID-19 prevention and treatment measures may disrupt normal business operations, OIR issued Informational Memorandum OIR-20-03M directing all insurers and entities regulated by OIR to review and update their Business Continuity Plans and/or Continuity of Operation Plans immediately. The plans must provide a framework for the continuation of company operations, including key insurance functions such as policy issuance, premium collection, claims adjustment and payment and policyholder service. The continuity plans should also account for DOH and CDC guidance surrounding COVID-19, including executive orders issued at the state and national level.

Please read Informational Memorandum OIR-20-03M [here](#).

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