

## Chautauqua Patrons Insurance Company – Covid-19 Hardship Waiver Information

Chautauqua Patrons Insurance Company (CPIC) understands that our insureds have been negatively impacted by the financial environment brought on by COVID-19. If you are an individual or small, independently owned and operated business in the State of New York, with fewer than 100 employees, we can help.

Please know that we offer several payment options, including the following:

- **Secure online payment using either credit card or bank account – [www.cpins.com](http://www.cpins.com)**
- **Toll-free automated phone system – 1 (844) 633-3423 – Please have your policy number when calling**

To discuss your payment options regarding financial hardship, please email [billing@cpins.com](mailto:billing@cpins.com). Please note in your email your name, policy number and phone number, noting that you are experiencing financial hardship due to COVID-19. Also, please affirm that you are an individual or independently owned and operated business with fewer than 100 employees in the email. We will contact you as quickly as possible to discuss payment arrangements. You may also call our office toll free at 1 (800) 896-4720, ext. 0. Please leave a detailed voicemail including the above information.

Your wellbeing and financial stability are important to us and we are willing to help you during this difficult and uncertain time.

4/2020