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Agency Bill Non-Payment Cancellations

As most of you know, many states have lifted their non-pay cancellation moratoriums due to COVID-19. As a follow up to prior communications, we are notifying you that a large number of non-pay cancellations will be sent on Agency Bill past due policies, beginning next week. This will be in accordance with all state mandates and we will continue to honor those moratoriums that are ongoing.

Due to the large amount of premium owed and accumulated past due balances, we need to take immediate and proper action to initiate non-pay cancellations on these policies. We are aware that by doing this, it is possible that payments and cancellation notices may cross in transit. In preparation for such occurrences, we have supplied additional staff with the tools needed to ensure funds are properly allocated and quickly initiate reinstatements upon receipt of your payment.

If you have any questions or concerns, please reach out to your local marketing rep or contact customer service via online chat at [PHLY.com](https://www.phly.com) or call at 877.438.7459.

Please note: This message is sent to all producers enrolled in our email services. Receipt of this

message does not infer you have past due balances. For detailed information on your policies, please access your [MyPHLY.com](https://www.phly.com) account for open balances and payment options.

**Exceeding
Expectations
is Our Goal**

Claims Contact Information:

Phone: [800.765.9749](tel:800.765.9749)
(Mon-Fri 8:30 a.m. - 8:00 p.m. ET)

Fax: [800.685.9238](tel:800.685.9238)

[Report a PHL Y Claim Online](#)

E-mail: claimsreport@phly.com

Login to MyPHLY

Check out your dashboard on
MyPHLY.com

E-mail: service@phly.com

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Philadelphia Insurance Companies is the marketing name for the insurance subsidiaries of the Philadelphia Consolidated Holding Corp. Coverages described may not be available in all states and are subject to actual policy language. Certain coverages may be provided by a surplus lines insurer.

Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.

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