

Regulatory Notices

December 1, 2025

Notice on New York Insurance Law — Victims of Domestic Violence: New York Insurance Law § 2612 provides that if any individual covered by an insurance policy delivers to the insurer a valid order of protection, then the insurer shall keep confidential and shall not disclose to a policyholder or other insured covered under the policy against whom the individual has a valid order of protection:

- (1) the address and telephone number of the victim of domestic violence (or of any child residing with the victim);
- (2) the nature of the health care services provided; or
- (3) the name, address, and telephone number of a person or entity providing covered services to the victim.

If the individual covered by an insurance policy is a child, then the rights established by Insurance Law § 2612 may be asserted by the child's parent or guardian.

Effective January 1, 2013, Insurance Law § 2612 also requires an insurer to accommodate a reasonable request made by an individual covered by an insurance policy or contract to receive communications of claim-related information by alternative means or at alternative locations if the individual clearly states that disclosure of the information could endanger the individual. If a child is the individual covered by an insurance policy, then this right may be asserted by the child's parent or guardian.

A victim of domestic violence may provide an alternative address, telephone number, or other method of contact by contacting Accessibility@assurant.com. Customer service will direct individuals on how and where to send a valid order of protection. Victims of domestic violence should share (a) what type of coverage they have, (b) that they have a domestic violence protective order in place, and/or (c) that they need to protect their contact information from disclosure for their or their child's personal safety. Victims are not required to provide details of the abuse or the protection order beyond the information necessary for Assurant to process the confidentiality request.

For further information on domestic violence services, contact the New York State Domestic and Sexual Violence Hotline by dialing 800.942.6906 or visit the [New York State Office for the Prevention of Domestic Violence website](#).

Notice on Illinois Insurance Law — Victims of Domestic Violence:

The Illinois Insurance Code 215 ILCS 5/355b provides that a company that issues an individual or group policy of accident and health insurance must accommodate a reasonable request by a covered person to receive communications of claim-related information from the company by alternative means or at alternative locations if the person clearly states that disclosure of all or part of the information could endanger the person.

If a child is covered by the policy, then the child's parent or guardian may make a request to the company on the child's behalf.

A victim of domestic violence may contact Accessibility@assurant.com and customer service will direct individuals on how and where to send the request. The request may be required to be in writing and must contain (a) a statement that disclosure of all or part of the claim-related information to which the request pertains could endanger the person or child, and (b) an alternative address, telephone number, or other method of contact.

Except with the express consent of the person making a request per the code section, a company may not disclose to the policyholder (a) the address, telephone number, or any other personally identifying information of the person who made the request or of the child for whose benefit a request was made, (b) the nature of the health care services provided, or (c) the name or address of the provider of the health care services.

For further information on domestic violence services, contact the State of Illinois Domestic Violence Helpline at 1-877-TO END DV or 1-877-863-6338.