

From Manny, Newburger:

Brit Suttell of our firm contacted the department of insurance and requested clarification. She received the email below. In a separate conversation, Brit was informed that while debt collection companies do not need to send something preemptively, doing so would be seen by the Department as a sign of goodwill – especially on the insurance side.

If you have specific questions about substantive North Carolina law they should be directed to an attorney in North Carolina. We recognize that the State is not bound by informal guidance, so each NC licensee will have to decide what satisfies its comfort levels.

From: "Hatchell, Angela

Date: Monday, March 30, 2020 at 3:28 PM

To: "Brit J. Suttell" <britjsuttell@bn-lawyers.com>

Cc: "Henry, Marlo T" "Biehn, Tracy"

Subject: RE: [External] Clarification Request Regarding N.C. Stat. 58-2-46(1) - (3)

Dear Ms. Suttell:

The statutes require companies and others regulated by Chapter 58 to provide their customer with the option to defer premium and debt payments. It would be up to the customer to state their desire to exercise the option to defer payments or premiums. No additional fees may be imposed should they choose this option and companies may not process cancellations should the consumer choose the option to defer. This applies to all debts not just insurance.

Sincerely,

Angela P. Hatchell, AINS, CICS, ACS, AIS