



## 2020 News Releases

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### 🔔 Coronavirus updates ✕

In response to COVID-19, our building is closed to the public. We are available to serve Oregonians **by phone and email** (</Pages/contact-us.aspx>).

Visit our [COVID-19 insurance and financial services](/insure/health/understand/Pages/coronavirus.aspx)

(</insure/health/understand/Pages/coronavirus.aspx>) site for FAQ's and more information.

Visit the [Oregon Health Authority](/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx)

(</oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx>) for up-to-date general COVID-19 information.

Debido al coronavirus (COVID-19) nuestro edificio está cerrado para el público pero continuamos sirviendo a los habitantes de Oregon. **Estamos disponibles por teléfono y correo electrónico** (</Pages/contact-us.aspx>).

Visite [COVID-19 page](/insure/health/understand/Pages/coronavirus-sp.aspx) (</insure/health/understand/Pages/coronavirus-sp.aspx>) para información acerca seguros y servicios financieros y revisar la preguntas más frecuentes.

Visite [Oregon Health Authority](/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx) (</oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx>) para información general actualizada acerca del coronavirus (COVID-19).

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# State issues grace period order for insurance deadlines

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(<http://www.TheOregon.com>) Department of Consumer and Business Services issued a temporary emergency order today in response to the COVID-19 outbreak. It requires all insurance companies to extend grace periods for premium payments, postpone policy cancellations and nonrenewals, and extend deadlines for reporting claims.

The COVID-19 outbreak has caused widespread business closures, job losses, and social distancing measures. This severe disruption to business in the state includes some Oregonians' ability to make insurance premium payments, report claims, and communicate with their insurance companies.

"During this crisis, we must all do our best to help Oregonians focus on staying healthy, care for their families, and prevent the spread of the coronavirus," said Andrew Stolfi, insurance commissioner.

"Many of our insurers have already stepped up and done the right thing. This order will ensure every Oregonian who needs it has relief from these insurance policy terms, giving them a measure of security and stability."

Insurance companies must take steps immediately to do the following until the order is no longer in effect:

- Institute a grace period for premium payments on all insurance policies issued in the state
- Suspend all cancellations and nonrenewals for active insurance policies
- Extend all deadlines for consumers to report claims and communicate about claims
- Provide consumers the ability to make premium payments and report claims while maintaining safe social distancing standards

The order is effective immediately, and will be in force through at least April 23. If necessary, the department may extend the duration of this temporary order.

If Oregonians have questions or concerns about their insurance company or agent, they can contact the department's advocacy team at 888-877-4894 (toll free) or visit [dfr.oregon.gov](http://dfr.oregon.gov) for more information or to file a complaint.

For insurance and financial services information related to COVID-19, visit the department's website: <https://dfr.oregon.gov/insure/health/understand/Pages/coronavirus.aspx> ([/insure/health/understand/Pages/coronavirus.aspx](https://dfr.oregon.gov/insure/health/understand/Pages/coronavirus.aspx)).

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**About DCBS:** The Department of Consumer and Business Services is Oregon's largest business regulatory and consumer protection agency. For more information, visit [www.dcb.org](http://www.dcb.org). (<http://www.dcb.org>)

**About Oregon DFR:** The Division of Financial Regulation is part of the Department of Consumer and Business Services, Oregon's largest business regulatory and consumer protection agency. Visit [www.dcb.org](http://www.dcb.org) (<http://www.dcb.org>) and <http://dfr.oregon.gov/Pages/index.aspx> (<http://dfr.oregon.gov/Pages/index.aspx>).

(<http://www.oregon.gov>)

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## Links

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Licensee search (</help/complaints-licenses/Pages/check-license.aspx>)

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Public record requests (</help/Pages/public-records.aspx>)

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Site map (</Pages/site-map.aspx>)

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Overnight delivery address (</Pages/contact-us.aspx>)

<http://www.oregon.gov>

## Contact

503-378-4140 (Salem)

**888-877-4894** (toll-free in Oregon)

503-947-7862 (fax)

Contact us (</Pages/contact-us.aspx>)

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DCBS | Consumer and Business Services

(<http://www.oregon.gov/DCBS/Pages/index.aspx>)

## About Oregon

Oregon.gov (<https://www.oregon.gov>)

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State Directories (<https://phonebook.dasapp.oregon.gov>)

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Agencies Listing ([https://www.oregon.gov/pages/a\\_to\\_z\\_listing.aspx](https://www.oregon.gov/pages/a_to_z_listing.aspx))

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