



DEPARTMENT OF FINANCIAL SERVICES

Division of Rehabilitation and Liquidation  
[www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org)

**POLICY NUMBER**  
**ADDRESS**  
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**Si necesita una versión en español de este aviso, visite el sitio web de la  
División de Rehabilitación y Liquidación [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org)**  
(If you need a Spanish version of this notice, visit the Receiver's website at [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org))

## **NOTICE TO POLICYHOLDER – April 27, 2010**

### **Regarding the Rehabilitation and subsequent Liquidation of Northern Capital Insurance Company**

Dear Policyholder:

This letter is being sent to you because records indicate that you are or have recently been a policyholder of Northern Capital Insurance Company ("NCIC") with homeowners, automobile, or inland marine insurance coverage. Please note that as a result of various company name changes and mergers, you are considered an NCIC policyholder if your policy indicates that it was issued by NCIC, Northern Capital Select Insurance Company, or Landmark One Insurance Company.

On April 12, 2010, NCIC was ordered into receivership for purposes of rehabilitation by the Second Judicial Circuit Court in Leon County, Florida. The Florida Department of Financial Services is the court appointed Receiver of NCIC. The company admitted that it is insolvent and consented to the receivership. At the same time the Court entered the rehabilitation order, the Court also entered an order liquidating NCIC effective May 1, 2010. The Department requested the combination of the rehabilitation, followed directly by the effective May 1, 2010 liquidation of NCIC, primarily in order to allow the Department and NCIC's agents additional time to assist the NCIC policyholders in obtaining replacement property and casualty insurance coverage prior to the beginning of the 2010 hurricane season. Copies of the rehabilitation and liquidation orders for NCIC are available on the Receiver's website, [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org), along with additional information regarding receivership proceedings. Please check the Receiver's website regularly for updated information.

## **CONTACT INFORMATION FOR NCIC DURING REHABILITATION:**

**Policy/underwriting related questions:** For homeowners' policies, contact your agent or call NCIC's customer service department at 1-888-449-0140. For automobile and inland marine (commercial cargo) policies, contact your agent or call NCIC's customer service department at 1-800-306-9180.

**Claims issues:** To file a new claim or to check on the status of a pending claim, please contact your agent or call NCIC at 1-800-396-1840.

## **POLICY CANCELLATION UNDER LIQUIDATION ORDER:**

**Under the May 1, 2010 Liquidation Order, all policies are cancelled effective 11:59:59 p.m. on May 30, 2010, unless otherwise terminated prior to that date.** Upon liquidation, property and casualty insurance policies are covered by the Florida Insurance Guaranty Association for a period of no more than 30 days and subject to the limits provided in Florida Statute. See below for further details. Until 11:59:59 p.m. on May 30, 2010, please continue to call NCIC's customer service department at 1-888-449-0140 for all questions relating to NCIC policy and coverage issues.

## **PREMIUM ISSUES:**

Until directed otherwise, if you have an installment payment plan with NCIC, you should continue to pay premiums as usual in order to continue your insurance coverage with NCIC until 11:59:59 p.m. on May 30, 2010. Upon liquidation, the Florida Insurance Guaranty Association ("FIGA") is responsible for paying claims for premium refunds/unearned premium. A \$100 statutory deductible will be taken from the amount owed. If the premium refund due is \$100 or less, a refund will not be processed by or on behalf of FIGA. A policyholder may have a claim in the NCIC liquidation proceeding for the \$100 deductible or the gross refund less than \$100. The Receiver will update its website, [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org), with details regarding the processing and payment of the premium refunds as this information becomes available.

## **POST LIQUIDATION CLAIMS ISSUES (FOR LOSSES INCURRED PRIOR TO 11:59:59 P.M. ON MAY 30, 2010):**

With the entry of the May 1, 2010, Liquidation Order, the Florida Insurance Guaranty Association ("FIGA") will be activated to help pay outstanding claims for property and casualty policies. The processing and payment of pending covered claims will be made by FIGA (subject to the lesser of policy limits or FIGA's maximum cap) after the liquidation date. The maximum amount FIGA will cover is \$300,000 with special limits applying to (1) damages to structure and contents on homeowners' claims and (2) condominium and homeowners' association claims. For damages to structure and contents on homeowners' claims, the FIGA cap is an additional \$200,000. For condominium and homeowners' association claims the cap will be \$100,000 multiplied by the number of units in the association. No claim will be paid in excess of this cap. All claims are subject to a \$100 deductible over and above any deductible identified in the NCIC policy. A policyholder may file a claim in the NCIC receivership for the \$100 deductible and for amounts over the cap. The Receiver will provide instructions for filing a claim in the liquidation proceeding. For additional general information regarding FIGA, please visit the guaranty association's website at [www.figafacts.com](http://www.figafacts.com). After May 1, 2010, contact information will be posted on the Receiver's website, [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org), for claimants to use in contacting the Florida Insurance Guaranty Association to check on the status of

their claims and/or report new claims. **Before May 1, 2010, please do not contact FIGA for any matters relating to NCIC since FIGA will not assume the handling of claims until that date.**

**Claims Filing Deadline:** Please note that under the **May 1, 2010 Liquidation Order**, the **deadline for filing claims in the NCIC receivership is 11:59 p.m. on April 30, 2011.** Instructions on filing a claim in the NCIC liquidation proceeding will be posted on the Receiver's website, [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org), after the liquidation date. In accordance with Section 631.68, Florida Statutes, the deadline for settling a claim or filing suit against FIGA is April 30, 2012 (i.e., one year after the Receiver's claim filing deadline).

**CONTACTING THE RECEIVER:**

Please contact the Receiver by using the "Contact Us" form at the Receiver's website, [www.floridainsurancereceiver.org](http://www.floridainsurancereceiver.org), if you have any non-claims related questions regarding the receivership (for claims questions, please refer to the phone numbers provided above). You may also contact the Florida Department of Financial Services, as Receiver, at (850) 413-3081 or toll free at 1-800-882-3054 (for Florida residents only).