FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Division of Rehabilitation and Liquidation
www.myfloridacfo.com/division/receiver

Si necesita una versión en español de este aviso, visite el sitio web de la División de Rehabilitación y Liquidación www.myfloridacfo.com/division/receiver.
(If you need a Spanish version of this notice, visit the Receiver's website at www.myfloridacfo.com/division/receiver)

January 7, 2020

NOTICE TO POLICYHOLDERS

Regarding the Liquidation of Windhaven Insurance Company ("Windhaven")

Dear Policyholder:

This letter is being sent to you because our records indicate that you are a policyholder of Windhaven Insurance Company (Windhaven). Windhaven was ordered into receivership for purposes of liquidation effective January 6, 2020, by the Second Judicial Circuit Court in Leon County, Florida. Your coverage will be cancelled effective 12:01 a.m. on February 5, 2020. The Florida Department of Financial Services (Department) was appointed Receiver of Windhaven. A copy of the liquidation order for Windhaven and other relevant information is available on the Department's website, https://www.myfloridacfo.com/division/receiver/.

If you have not already discussed this matter with your agent, please contact your agent immediately to make sure that you replace your Windhaven policy. Your agent can best advise you as to your insurance options. To assist your agent and you in this process, we also have notified your agent directly of the cancellation of your policy. Your agent will discuss your options with you.

You will receive a check for any unearned premium after your policy cancels on February 5, 2020. Any amounts owed to you will be paid minus a $100 statutory deductible by the Florida Insurance Guaranty Association (FIGA).

Policyholders with questions regarding Windhaven should continue to contact Windhaven directly as follows:

CONTACT INFORMATION (Policies and Claims):

- Policy Customer Service (866) 721-6795
- To Report a New Claim (866) 595-4080
- To Discuss an Existing Claim (800) 919-9114

REPORTING NEW CLAIMS:

Please continue to report new claims by calling (866) 595-4080. You do not need to do anything if you have already reported a claim and have been assigned a claim number.

PAYMENT OF CLAIMS:

FIGA was activated to help pay outstanding claims for Windhaven 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). The maximum amount FIGA will cover is $300,000. No claim will be paid more than this cap. All claims are subject to a $100 deductible over and above any deductible identified in the Windhaven policy. FIGA will not pay any claims occurring after the cancellation of your policy on February 5, 2020.

The Department is currently gathering claim files and claim data to transfer to FIGA. As a result, there may be a slight delay in claim processing during this transitional period. Please continue to contact Windhaven using the contact information below to check the status of an existing claim and/or to file a new claim. The Department's website, www.myfloridacfo.com/division/receiver will be updated once the transition is complete. At that time, contact information for FIGA will be posted to assist policyholders in filing a new claim or in following up on a pending claim.

CONTACTING THE DEPARTMENT: If you have any non-claims related questions regarding the receivership, please visit the Department's website at www.myfloridacfo.com/division/receiver . You also may contact the Department at Consumer.Services@myfloridacfo.com or by calling (800) 882-3054 (Florida only) or (850) 413-3081 (outside of Florida).

The deadline for filing claims in the Windhaven receivership is January 6, 2021. A policyholder may file a claim in the Windhaven receivership for the $100 statutory deductible which applies to claim payments, for amounts over the FIGA coverage cap, or for other claims not covered by FIGA. Information regarding the method for filing a claim in the receivership proceeding will be available on the Department's website, www.myfloridacfo.com/division/receiver.