



FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Division of Rehabilitation and Liquidation  
[www.myfloridacfo.com/division/receiver](http://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](http://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](http://www.myfloridacfo.com/division/receiver))

February 28, 2023

## **NOTICE TO POLICYHOLDERS**

### **Regarding the Liquidation of United Property & Casualty Insurance Company**

Dear Policyholder:

This letter is being sent to you because our records indicate that you are a policyholder of United Property & Casualty Insurance Company ("UPCIC"). On February 27, 2023, UPCIC was ordered liquidated by the Second Judicial Circuit Court in Leon County, Florida and your coverage will be cancelled effective 12:01 a.m. on March 29, 2023. The Florida Department of Financial Services ("Department") was appointed Receiver of UPCIC. A copy of the Liquidation Order for UPCIC and other relevant information is available on the Department's website, <https://www.myfloridacfo.com/division/receiver/>. Prior to the liquidation, UPCIC and Family Security Insurance Company, Inc. were merged into one entity. UPCIC is the surviving entity after the merger.

**If you have not already discussed this matter with your agent, please contact your agent immediately to make sure that you get new coverage to replace your UPCIC policy.** Your agent is in the best position to 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.

**POLICY CANCELLATION:** Under the liquidation order, your UPCIC policy will be cancelled effective 12:01 a.m. on March 29, 2023, unless otherwise terminated prior to that date.

CONTACT YOUR AGENT IMMEDIATELY so that your agent can assist you in securing new insurance coverage with another insurance company prior to March 29, 2023. IF YOU DO NOTHING, YOUR POLICY WILL BE CANCELLED EFFECTIVE 12:01 A.M. on March 29, 2023 and you will no longer have insurance coverage.

### **CLAIMS FOR LOSSES INCURRED PRIOR TO 12:01 A.M. ON MARCH 29, 2023:**

With the entry of the Liquidation Order, the applicable Guaranty Associations ("GAs") were activated to help pay outstanding claims for UPCIC policies. The Department is currently gathering claim files and claim data to forward the information to applicable GAs. As a result, there may be a slight delay in claim processing during

this transitional period. Please continue to contact UPCIC using the contact information below to check the status of an existing claim or to file a new claim. The Department's website, [www.myfloridacfo.com/division/receiver](http://www.myfloridacfo.com/division/receiver), will be updated as appropriate regarding the claim transfer process.

**The deadline for filing claims in the UPCIC receivership is February 27, 2024.**

UPCIC 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](http://www.myfloridacfo.com/division/receiver)

**CONSUMER/CLAIMS CALLS:**

Consumers with questions regarding UPCIC should contact the company directly at the numbers below.

Policyholder Services:

- **Florida**  
[\(800\) 295-8016](tel:(800)295-8016) – Policies beginning with letters  
[\(866\) 515-4428](tel:(866)515-4428) – Policies beginning with 90
- **Louisiana**  
[\(800\) 295-8016](tel:(800)295-8016) – Policies beginning with letters  
[\(866\) 515-4428](tel:(866)515-4428) – Policies beginning with 80 and 90
- **North Carolina** - [\(800\) 295-8016](tel:(800)295-8016)
- **New York**  
[\(866\) 515-4428](tel:(866)515-4428) – Policies beginning with 32 or 80
- **South Carolina**  
[\(800\) 295-8016](tel:(800)295-8016) – Policies beginning with letters  
[\(866\) 515-4428](tel:(866)515-4428) – Policies beginning with 80
- **Texas**  
[\(800\) 295-8016](tel:(800)295-8016) – Policies beginning with letters  
[\(866\) 515-4428](tel:(866)515-4428) – Policies beginning with 43, 70, or 80

Claims: 1-888-256-3378  
Flood Claims: 1-800-759-8656

**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](http://www.myfloridacfo.com/division/receiver). You also may contact the Department at [Consumer.Services@myfloridacfo.com](mailto:Consumer.Services@myfloridacfo.com) or by calling (800) 882-3054 or (850) 413-3081.