

MESSAGE TO:

NEW JERSEY INSURANCE UNDERWRITING ASSOCIATION INSUREDS AND PRODUCERS

DURING THE FORSEEABLE FUTURE THE ASSOCIATION WILL BE OPERATING IN COMPLIANCE WITH GOVERNOR MURPHY'S ORDER TO LIMIT THE NUMBER OF EMPLOYEES IN A PHYSICAL LOCATION. THE MAJORITY OF EMPLOYEES WILL BE WORKING FROM HOME AND PROCESSING THE WORK THAT COMES IN THROUGH OUR WEBSITE. CLAIMS, UNDERWRITING AND CUSTOMER SERVICE STAFF ARE ONLINE AND WILL DO WHAT THEY CAN TO KEEP THE OPERATION PERFORMING AS BEST AS POSSIBLE.

TO ASSIST WITH THE PROCESS: ALL PAYMENTS SHOULD BE SUBMITTED THROUGH THE WEBSITE: [WWW.NJIUA.ORG](http://WWW.NJIUA.ORG) .

NEW BUSINESS SHOULD BE SUBMITTED ONLINE.

ENDORSEMENTS SHOULD BE SUBMITTED ONLINE.

EMPLOYEES WILL BE MONITORING THEIR PHONE CALLS AND WE ASK YOU TO BE PATIENT IN RECEIVING A RETURNED CALL. IF YOU KNOW THE NUMBER OF THE PERSON YOU ARE TRYING TO REACH, PLEASE DIAL THAT DIRECT NUMBER AND NOT THE GENERAL NUMBER. IF YOU DON'T HAVE IT DIAL, 973-622-3838 AND USE THE DIRECTORY.

THE MAILROOM FUNCTION WILL BE OPERATING ON A LIMITED BASIS. PRODUCERS SHOULD USE YOUR PRODUCER PORTAL TO LOOK FOR DOCUMENTS AND REVIEW PAYMENT STATUS. MAILING OF DOCUMENTS WILL BE DELAYED.

ALL CLAIMS SHOULD BE REPORTED ONLINE THROUGH THE ABOVE REFERENCED WEBSITE. YOU WILL GET A CLAIM NUMBER FOR FUTURE REFERENCE, HOWEVER, THE OUTSIDE ADJUSTING COMPANIES MAY NOT BE ABLE TO OPERATE UNDER THEIR REGULAR PROCEDURES.

THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING. PLEASE CONTINUE TO CHECK THE WEBSITE FOR FUTURE UPDATES.