

Domestic Violence/Endangered Persons Confidentiality

Our Companies are committed to the confidentiality of our customers' information. We recognize that there are times where situations require individuals to request additional protections regarding the privacy of their information.

Victims of domestic violence have the option of registering an alternative address, phone number, or other contact information needed to receive communications of claim-related or policy or account related information if a disclosure of all or part of your information to another contact on your policy or account could result in danger to you.

To make a request for additional protection of your information or to revoke a prior request, please call 1-800-Pyramid (797-2643) for more information.

Additional Information for New York Insurance Customers New York Domestic Violence Insurance Law Section 2612

The following information applies to New York residents who are customers of our New York insurance companies.

New York Insurance Law section 2612 provides that if any person covered by an insurance policy delivers to the insurer a valid order of protection against the policyholder or other person covered by the policy, then the insurer is prohibited for the duration of the order from disclosing to the policyholder or other person the address and telephone number of the insured, or of any person or entity providing covered services to the insured. If a child is a covered person, then the right established by this section may be asserted by the child's parent or guardian.

Effective January 1, 2013, Insurance Law section 2612 also requires a health insurer to accommodate a reasonable request made by a person covered by an insurance policy or contract to receive communications of claim-related information by alternative means or at alternative locations if the person clearly states that disclosure of the information could endanger the person. If a child is the covered person, then this right may be asserted by the child's parent or guardian.

Except with the express consent of the person making the request, a health insurer may not disclose to the policyholder: (1) the address, telephone number, or any other personally identifying information of the person who made the request or child for whose benefit a request was made; (2) the nature of the health care services provided; or (3) the name or address of the provider of the covered services.

To make a request for confidential treatment of your information, to provide an alternative address, telephone number, or other method of contact, or to revoke a prior request, please call 1-800-Pyramid (797-2643).

Please be advised that we have up to three business days to implement your request.

Under 11 NYCRR 244.4(b) (Insurance Regulation 168), health service providers are advised to print and post this notice in their offices.

For further information on domestic violence services, contact the New York State Domestic and Sexual Violence Hotline.

Hotline: 1-800-942-6906

(Spanish language 1-800-942-6908)

In NYC: 1-800-621-HOPE (4673) or

dial 311 TTY: 1-866-604-5350

<http://www.opdv.ny.gov/help/dvhotlines.html>