Insurers should explore ways to make claims processes easier and more responsive such as electronic delivery of claims payments and remote adjustment of damages.
None of these requests are intended to change the terms of in force insurance policies or be considered a forgiveness of premium. It is the hope of our Department that the implementation of these steps will assist with the recovery of Rhode Island individuals and businesses from the current emergency.

If you have any questions regarding this bulletin or any other matters, please send an email to dbr.insurance@dbri.ri.gov.

Elizabeth Kelleher Dwyer  
Superintendent of Insurance  
March 25, 2020