



LOUISIANA DEPARTMENT OF INSURANCE

JAMES J. DONELON
COMMISSIONER

December 1, 2021

Dear Policyholder:

As Commissioner of Insurance it was my duty to place Access Home Insurance Company (AHIC) into Rehabilitation due to their financial condition. This action was taken to make sure all eligible policyholder claims would be paid. Pursuant to law, the Louisiana Insurance Guaranty Association (LIGA) has been activated and any claim you have under your AHIC policy will be paid up to a maximum of \$500,000, with a limited exception. The status of your policy has not changed and you should continue to pay your premium when it is due to maintain your coverage. I am working with the court appointed Receiver to determine if the Access Home policies can be moved to a new and financially healthy insurance company.

You should know that LIGA is the entity that will now administer, adjust and pay all claims. LIGA has now loaded all claims data regarding AHIC property claims into the LIGA system so they can resume adjusting and paying claims. The Receiver of AHIC and LIGA have been working together to ensure outstanding claim checks issued are honored by AHIC's bank. At my direction, the team of AHIC and LIGA have acted swiftly to place money into the AHIC bank account to cover all previously issued and outstanding claim checks.

The Receiver of AHIC and LIGA have customer service personnel to answer any questions you may have about your policy or your claim. Below are phone numbers you can use to get answers to any insurance or claim questions you may have:

For claims questions call LIGA at (225) 277-7151

For all other questions call the Receiver at (225) 201-0107

I have attached a FAQ page which should be of assistance to you by providing answers to some of the more general questions policyholders have when their insurer is placed into Receivership. The bottom line is that your property claim and your policy are all being properly handled pursuant to the law.

Very truly yours,

James J. Donelon

A handwritten signature in blue ink that reads "Jim Donelon".

Commissioner of Insurance