



Notice on New York Insurance Law — Victims of Domestic Violence

Confidential Information

New York Insurance Law § 2612 provides that if any individual covered by an insurance policy delivers to Wellfleet Group a valid order of protection, then Wellfleet Group shall keep confidential and shall not disclose to a policyholder or other insured covered under the policy against whom the individual has a valid order of protection:

1. the address and telephone number of the victim of domestic violence (or of any child residing with the victim);
2. the nature of the health care services provided; or
3. the name, address, and telephone number of a person or entity providing covered services to the victim.

If the individual covered by an insurance policy is a child, then the rights established by Insurance Law § 2612 may be asserted by the child's parent or guardian.

Procedure for notifying Wellfleet of a valid order of protection

Please mail a valid order of protection to the address shown below. For all requests, please send a written explanation of your request, with your name, phone number, mailing address and email address, if any, to:

Wellfleet Group, LLC
P.O. Box 15369
Springfield, MA 01115
Attn: Privacy and Security Officer

If you would like a copy of a Confidential Communication Request Form provided to you please call Wellfleet Customer Service at (877) 657-5030 and one will be sent to you.

Requests for alternative means of communications

Wellfleet Group shall also accommodate a reasonable request made by an individual covered by an insurance policy or contract to receive communications of claim-related information by alternative means or at alternative locations if the individual clearly states that disclosure of the information could endanger the individual. If a child is the individual covered by an insurance policy, then this right may be asserted by the child's parent or guardian.

A victim of domestic violence may provide an alternative address, telephone number, or other method of contact by calling Customer Service at (877) 657-5030. Customer Service can also direct individuals on how and where to send a valid order of protection. Victims of domestic violence should tell their Customer Advocacy representative what type of coverage they have and that they have a domestic violence protective order in place and/or that they need to protect their contact information from disclosure for their or their child's personal safety.

For further information on domestic violence services, you may contact the New York State Domestic and Sexual Violence Hotline at:

- 1-800-942-6906
- In New York City: 1-800-621-HOPE(4673) or dial 311
- TTY (deaf, hard of hearing or speech-impaired): 1-866-604-5350

Prohibited Actions

The New York Insurance Law prohibits insurers from taking the following actions solely because a person is or has been a victim of domestic violence: refusing to issue or renew, deny or cancel any insurance policy or contract; demanding or requiring a greater premium or payment from any person; designating domestic violence as a preexisting condition, for which coverage will be denied or reduced; or fixing any lower rate or discriminating in the fees or commissions of agents or brokers for writing or renewing a policy that insures a victim of domestic violence.