

From: Texas Department of Insurance <TXDeptofInsurance@public.govdelivery.com>
Sent: Thursday, March 19, 2020 2:18 PM
To: Diana Capes
Subject: TDI to provide regulatory relief to aid COVID-19 response

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TDI | Texas Department of Insurance

TDI to provide regulatory relief to aid COVID-19 response

To the insurers of Texas:

The Texas Department of Insurance is coordinating with several state agencies on steps to help our state reduce the spread of COVID-19 and minimize potential regulatory burdens as you continue to serve your policyholders.

This is a rapidly evolving, dynamic situation, and we will provide you with frequent updates on our activities. Here are some brief updates today:

- We're working to ease agent and adjuster licensing requirements and claim-related deadlines where possible. You'll get more information on these efforts soon.
- We've posted a list of office emails in case you have trouble reaching your normal agency contact by phone. We've also developed forms where you can get help with pending filing issues or ask questions. You'll find both [on our website](#).
- Visit our [coronavirus resource page](#) for past messages and guidance to the industry.

Most TDI staff are working remotely, and we continue to provide essential services, answer your questions, and work through issues as they develop. The work we've done over the last two years to modernize, reduce reliance on paper

processes, and move our staff to laptops has been a tremendous help in this transition.

We'll update you frequently as new information becomes available.

Very truly yours,



Kent C. Sullivan

Insurance Commissioner



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