State of Connecticut

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NOTICE TO ALL TRAVELERS AND TRAVEL INSURERS: TRIP CANCELLATIONS DURING GOVERNOR LAMONT'S CORONAVIRUS COVID-19 EMERGENCY DECLARATION

As a result of the Emergency Declaration issued on March 10, 2020 by Governor Lamont, the Insurance Department is providing information to travelers whose travel plans may be affected as a result. The Department is aware that some travelers may seek to cancel their trips—either individually or as part of a group - and request coverage under travel protection policies they may have purchased. The specific terms and conditions of the issued insurance will control your ability to receive reimbursement for costs you may have incurred.

Not all policies contain the same features and we advise you to carefully review your policy in the event you decide to cancel your trip.

The Department is instructing insurers to accommodate travel cancellation requests under the terms of the policies taking into account the seriousness of the circumstances and the Emergency Declaration recently given by Governor Lamont. We would expect companies to carefully advise consumers of their cancellation terms in order to minimize the economic impact to the travelling public.

In the event travelers are unable to satisfactorily resolve any dispute regarding travel insurance protection, you may contact the Consumer Affairs Division of the Connecticut Insurance Department at: **insurance@ct.gov** or by calling (860) 297-3900. The department will be closely monitoring complaints received from consumers regarding company denials and policy compliance.