



# Illinois Department of Insurance

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**JB PRITZKER**  
Governor

**ROBERT H. MURIEL**  
Director

**TO:** ALL COMPANIES, CONSUMERS, AND ALL OTHERS HAVING  
BUSINESS WITH THE ILLINOIS DEPARTMENT OF INSURANCE

**FROM:** Robert H. Muriel, Director 

**DATE:** March 31, 2020

**RE:** **Company Bulletin #2020-06**  
Electronic Filing and Delays in Processing

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On March 9, 2020, Governor JB Pritzker proclaimed a statewide disaster due to the Coronavirus Disease 2019 (COVID-19) outbreak within the State of Illinois (Gubernatorial Disaster Proclamation). On March 20, 2020, the Governor issued Executive Order 2020-10 ordering Illinois residents to stay at home unless otherwise permitted under the order and that all non-essential business and operations within the State cease for the remainder of the Gubernatorial Disaster Proclamation. In accordance with the Governor's Order, office locations of the Illinois Department of Insurance (Department) are temporarily closed, as staff continues to work on a limited scale.

We are working to process and respond to filings, applications, and consumer inquiries as quickly as possible, but understand that the response time may be extended, particularly for anything sent via U.S. mail. As a result, if you must file documents or send any communications to the Department, please submit information electronically, whenever possible.

Where electronic corporate and financial filings are not an option, in addition to normal mailing procedures, please reach out to your assigned Department contact to determine a secure means of transmitting electronically. If a company does not know who its assigned Department contact is, please email [eric.moser@illinois.gov](mailto:eric.moser@illinois.gov) for assistance.

In addition, applications for producer and administrative licenses may encounter delays. Please contact [david.murphy@illinois.gov](mailto:david.murphy@illinois.gov) if you have questions.

**Springfield Office**  
320 W. Washington Street  
Springfield, Illinois 62767  
(217) 782-4515

**Chicago Office**  
122 S. Michigan Ave., 19<sup>th</sup> Floor  
Chicago, Illinois 60603  
(312) 814-2420

Consumers can submit insurance complaints electronically through the IDOI Message Center at <https://insurance.illinois.gov/> or by calling 866-445-5364. We are working to process and respond to complaints as quickly as possible, but please understand that the response time to answer calls and process complaints may be extended.

If a company or consumer has mailed a paper filing or inquiry to the Department in the past two weeks, please reach out to the appropriate contact above so we can ensure these documents are processed in a timely manner.

Lastly, the Department requests that all insurers adjust their internal procedures to allow Illinois consumers to transact business remotely wherever possible.

The Department will continue to utilize its available resources to ensure timely processing of filings and inquiries, to the extent reasonably possible. Thank you for your cooperation during this time.

This guidance shall be in effect until such time as the Gubernatorial Disaster Proclamation expires, or until this guidance is modified by the Director, whichever occurs sooner.