

Insurance Mediation Program

Dear Policyholder:

The New Jersey Department of Banking and Insurance has established a voluntary mediation program to resolve disputes between insurers and New Jersey policyholders involving claims against homeowners, automobile and commercial insurance policies as a result of Storm Sandy.

Mediation is a process where a neutral third party meets with you and your insurer to help you and your insurer reach an agreement that both parties will accept to resolve the claim. It is non-binding, meaning you do not have to accept the settlement. Policyholders may submit homeowner's, automobile and/or commercial insurance Sandy-related claims where the disputed amount is \$1,000 or more to a mediator who will review the case and assist in settlement discussions.

Your insurance coverage must have been in force at the time Sandy made landfall in New Jersey and the claim must not have been denied or delayed due to reasonable suspicion of fraud. Claims under policies issued by or through the National Flood Insurance Program are not subject to mediation in the Department's program at this time.

Your insurance company pays the cost of the mediator and the program administration unless the policyholder fails to appear, in which case the costs of the cancelled mediation conference and any rescheduled conference are split evenly between both parties. Other expenses you may incur, such as travel to the mediation session, will be your responsibility. The mediator is an independent neutral party with no ties to the insurance company.

You can request mediation by contacting the Mediation Administrator as follows:

American Arbitration Association

E-mail: njsandymediation@adr.org:

Phone: 855-366-9774; Fax: 877-304-8457

Online: www.adr.org; or

Traditional Mail: 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043

Once you submit your request for mediation to the Mediation Administrator, they will advise if your claim is eligible for mediation within 3 business days and will contact you to schedule your mediation conference. More details about the mediation process are available at www.adr.org or at the Department's website www.dobLnj.iov.

Policyholders may elect to participate in an insurer's internal appeal process [or insurer mediation programs Note: insurers that do not offer a mediation program may delete this phrase] as well as the mediation program established by the Department. n -~~ .--~~

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