**Letter to Customers Insured With Adirondack Insurance Exchange or Mountain Vally Indemnity Co.**

[DATE]

[INSURED’S NAME]  
[INSURED’S ADDRESS]

RE: Your Insurance Coverage From [Select the appropriate name - Adirondack Insurance Exchange/Mountain Valley Indemnity Co.]

Dear [INSURED’S NAME]:

You may have recently received a notice from your insurance company named above that they are withdrawing from the New York insurance markets by December 31, 2024. This means that you will need a replacement for your current insurance policy.

**It is important for you to know that your insurance policy is still in effect. You have insurance coverage right now. That coverage will cease at a future date.** Also, the company has assured its insurance agents that they expect to have the resources to pay covered claims that you may have.

You can expect that, if your policy is due to expire between October 1 and December 31, 2024, the insurance company will send you a notice that they will not renew your policy. If your policy is not due to expire until sometime in 2025, the company will send you a notice that they will cancel your policy effective December 31, 2024. Either notice will tell you the future date when your coverage will cease. New York State law requires the company to send you the notice well in advance of that date.

The company is taking this action because its financial condition has weakened to the point that it cannot continue operating. It is not because of anything you may or may not have done.

Our office is seeking alternative companies to provide your insurance and will keep you informed about our progress. In the meantime, if you have questions or concerns, please do not hesitate to contact our office.

Our highest priority is obtaining for you financial protection from insurance companies with substantial resources to cover your insured losses. We will work to find options for you.

Thank you for trusting us with your insurance needs.

Sincerely yours,

[NAME]