

Figure 3: 28 TAC §5.7108 - Dual-Language Sample Notice

Call us now! Help us with this claim or we can't renew your policy!

Notice of Mandatory Nonrenewal and Opportunity to Cooperate

We can't renew your policy unless you help us with this claim. If you don't help us, you won't have coverage after [DATE policy term ends or the end of optional extended term].

¡Llámenos ahora al [phone number]! No podemos renovar su póliza a menos que usted nos ayude con esta reclamación. Si no nos ayuda, no tendrá cobertura después del [DATE policy term ends or the end of extended term].

You still have time to cooperate and work with us on the claim [OR action] described below. If you cooperate before [DATE policy term ends or the end of optional extended term], we won't nonrenew your policy for this reason.

What we need from you:

Call us **now** at [insurer contact information].

[Insurer should explain specifically what the insured or named insured should do or provide now.]

What happened:

[Insurer should:

- identify the insured who failed or refused to cooperate;
- explain how that person failed or refused to cooperate; and
- if the insurer has been unable to contact the insured, describe the insurer's contact attempts.]

Claim [or Action] information:

Claim number {or other identifying number}: [_____]

Action number: {if applicable} [_____]

Date of loss: [_____]

Location or address where damage or loss took place: [_____]

Warning: This is the **only** notice we will send for this reason.

- If you continue to fail or refuse to cooperate, your policy ends on the date above.
- If we later decide you are cooperating, we might send you a renewal offer.

- Even if you do cooperate, we might nonrenew you for other reasons allowed by law.