

**HAWAII LIFE & DISABILITY INSURANCE GUARANTY ASSOCIATION
PENN TREATY, IN LIQUIDATION**

February 15, 2021

IMPORTANT NOTICE
POLICY AND CLAIMS ADMINISTRATION
RELATING TO YOUR PENN TREATY POLICY
CHANGE EFFECTIVE APRIL 1, 2021

We are pleased to advise that effective April 1, 2021, the Hawaii Life & Disability Insurance Guaranty Association (“the Association”) will be providing policy and claims administration services to you. Please look for the emblem shown below, to know that all future correspondence will come from the Association. We want to be closer to our valued and important policyholders, and you can find us at:

**Hawaii Life & Disability Insurance Guaranty Association
1003 Bishop Street Suite 2030, Honolulu, HI 96813.
Email address: PennTreatyAloha@hilifega.org.
Phone Number: 808-744-4919.**



As you know, on March 1, 2017, the Commonwealth Court of Pennsylvania placed Penn Treaty Network America Insurance Company and its subsidiary, American Network Insurance Company, into liquidation. TriPlus Services, Inc. has been administering your policy on behalf of the Association. The Hawaii Life & Disability Insurance Guaranty Association has **always** been responsible for payment of your claims since March 1, 2017.

Please be assured that your policy and claims administration will be handled with excellence by the Association effective **April 1, 2021**. Although TriPlus will no longer handle the administration of your policy, you can rely on the Association to be there for all your policy and claims handling needs. In preparation for this transition, policyholders are asked to direct all correspondence and communications regarding your policy, to the Association beginning March 31, 2021, as follows:

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Email address: PennTreatyAloha@hilifega.org

Phone Number: 808-744-4919

For more information regarding the Hawaii Life & Disability Insurance Guaranty Association, and its statute and provisions, please visit their website:

www.hilifega.org.

PREMIUM PAYMENTS

- If you currently pay your premium by check:

For all premiums paid on or after March 15, 2021, your premium check must be made payable to the “Hawaii Life & Disability Insurance Guaranty Association” and mailed to:

**Hawaii Life & Disability Insurance Guaranty Association
1003 Bishop Street Suite 1700
Honolulu, HI 96813**

Checks that are not made payable to the Hawaii Life & Disability Insurance Guaranty Association cannot be accepted and will be returned to you for correction.

- If you pay your premium through automatic bank draft:

Effective April 1, 2021, your premium will be automatically withdrawn by First Hawaiian Bank and will show the name of “HLDIGA Servicer” as the entity withdrawing your premium. There is nothing you need to do.

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CLAIMS

Your benefits will continue to be paid so long as you continue to pay your premium when due and remain eligible for benefits per the provisions of your policy and subject to the Association’s statutory limit not to exceed \$300,000.

- If you have an **existing** claim for benefits:

Before March 31, 2021: TriPlus will continue to process claim information that was submitted prior to March 31, 2021. Please continue to contact TriPlus with any questions related to existing claims. **TriPlus’s telephone number is 800-362-0700.** All claims as of March 31, 2021 will be transferred to the Association.

Beginning April 1, 2021: Send all claim information to the Association at the email or mailing address below:

**Hawaii Life & Disability Insurance Guaranty Association
1003 Bishop Street Suite 1700
Honolulu, HI 96813**

Email address: PennTreatyAloha@hilifega.org

- If you have a **new** claim for benefits:

Before March 15, 2021:

TriPlus Services Inc.
PO Box 7066
Allentown, PA. 18105
800-362-0700
<https://www.nolhga.com/penntreaty/home.cfm>

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Beginning March 15, 2021: Contact the Hawaii Life & Disability Insurance Guaranty Association at **808-744-4919** or PennTreatyAloha@hilifega.org.

CONTACT INFORMATION

Before March 31, 2021: For all questions, please continue to call **TriPlus at 800-362-0700.**

Beginning April 1, 2021: For all questions or issues, please contact the Association using the contact information shown below:

**Hawaii Life & Disability Insurance Guaranty Association
1003 Bishop Street Suite 2030
Honolulu, HI 96813**

Email address: PennTreatyAloha@hilifega.org

Phone Number: 808-744-4919

Please contact the Hawaii Life & Disability Insurance Guaranty Association for any questions about this IMPORTANT NOTICE.

