

July 2008

## ING Employee Benefits' Response to Mid-West Flooding

The ING companies extend their deepest sympathies to the people whose lives have been impacted by the recent flooding in the Mid-West. We are committed to contributing to the relief effort for the people affected by this tragedy.

The Iowa, Illinois, Indiana and Missouri insurance departments have issued orders/bulletins to assist those impacted by the recent floods. These orders/bulletins establish limits on the cancellation and non-renewal of insurance coverage for victims of the flooding in the affected counties in Iowa, Illinois, Indiana and Missouri.

Accordingly, we intend to provide the appropriate relief to our policyholders with respect to the potential lapse or termination of your insurance policies.

Please contact our customer service department at **1-800-537-5024** should you have any questions or require assistance regarding your policy.

Should you require additional information or need to file a complaint regarding any disaster-related dispute or issue, you may contact the following state insurance departments:

**Illinois Division of Insurance, toll free complaint hotline: 1-866-445-5364, or file a complaint online at: <http://www.idfpr.com/doi/Complaints/Complaints.asp>.**

**Indiana Department of Insurance, Toll-free Consumer Helpline: 800-622-4461, <http://www.in.gov/idoi/>**

**Iowa Division of Insurance, Toll Free Consumer Line 1-877-955-1212, <http://www.iid.state.ia.us/>**

**Missouri Department of Insurance, Toll Free Consumer Line 1-800-726-7390, <http://insurance.mo.gov/>**

Thank you for your continued trust and confidence in the ING companies.

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