

Southern Fidelity Insurance Company Insolvency FAQs

What happened to Southern Fidelity Insurance Company (SFIC)?

SFIC agreed to an order of liquidation from the Florida Office of Insurance Regulation. As part of the liquidation order, ALL remaining active SFIC policies will be cancelled effective 12:01 a.m. on July 15, 2022.

Where can I get more information?

The Florida Department of Financial Services has been appointed Receiver of the liquidation. You may email the receiver at consumer.services@myfloridacfo.com or by calling (800) 882-3054.

You can also visit the website for the Rehabilitation & Liquidation Division of the Florida Division of Financial Services at [SOUTHERN FIDELITY INSURANCE COMPANY \(myfloridacfo.com\)](http://SOUTHERN FIDELITY INSURANCE COMPANY (myfloridacfo.com))

How do I report a new property and casualty claim?

Until further notice, policyholders with questions regarding Southern Fidelity should continue to visit the company's website at <https://www.southernfidelityins.com/> or contact the company directly as follows:

Customer Service:	1-866-874-7342
Claims:	1-866-722-4995
Flood Claims:	1-800-759-8656

Who do I contact regarding existing SFIC Claims?

Contact the South Carolina Guaranty Association at 803-799-1560 and follow the prompts to reach a claims examiner.

Will insureds get their unearned premium back?

Yes – the South Carolina Guaranty Association will refund unearned premium back to insureds less a \$100 statutory retention as required by state law.

Does the insured have to make a claim for unearned premium?

No – insureds/agents do NOT need to file a claim for unearned premium. The Receiver will provide the South Carolina Guaranty Association with policy cancellation status and return premium information 60 – 90 days after the date of the Order of Liquidation. Refund checks will be automatically processed to insureds by the SC Guaranty Association.

When will insureds receive refund checks?

Unsure – the timetable for processing refunds depends on several factors – all of which have very fluid timelines. As soon as the South Carolina Guaranty Association receives the data, they will start processing the checks.

Will agents owe unearned commission back to SFIC?

Yes – agents will receive notices from the Florida Department of Financial Services with information and instructions on how to return commission from unearned premiums.

What is the status of current SFIC policies?

ALL SFIC policies will cancel effective July 15, 2022 unless they are cancelled earlier by the insured/agent.

Should I wait until July 15, 2022 to replace a SFIC policy?

No – agents should work as quickly as possible to replace all current SFIC. There is no advantage to waiting – and several risks.