



**New London County Mutual Insurance Company  
Thames Insurance Company, Inc.**

**NOTICE OF INSURANCE INFORMATION PRACTICES**

**Dear Policyholders:**

You may be aware that State and Federal legislation requires financial institutions and certain other related businesses to establish policies and procedures for protecting the privacy of our customer's nonpublic personal information. This legislation also requires these businesses to provide customers with a copy of their privacy policies.

**Our policy:**

We view the respect of your personal information as a matter of critical importance. We do not sell customer information or provide customer information to non-affiliated organizations for their own marketing purposes. We only collect information that is relevant and necessary to our business. We limit employees' access to those who require it and are trained in the proper handling of nonpublic personal information.

**Our procedures:**

We obtain most of our information directly from you or your agent during the application process. Examples of the nonpublic personal information we collect include your name, address, driver's license number, social security number and payment account number. Sometimes, if we need more information or need to verify information, we may contact you directly. Depending on the nature of your insurance transaction(s) we may need to obtain information from a third party such as other insurance companies or consumer reporting agencies. A consumer report from such an agency may contain information as to credit worthiness, credit standing, credit capacity or other related information.

We treat all nonpublic personal information we receive about you in a confidential manner. We restrict access to those employees who need to know that information to provide products and services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information and require employees to comply with established written policies. We also follow strict guidelines when disposing of physical documents, computer equipment and backup media [CD's, tapes, etc.] to ensure that all nonpublic personal information is removed prior to disposal according to accepted industry practices for data destruction.

We do not disclose nonpublic personal information about our customers or former customers to anyone, except as permitted by law. Generally this disclosure is made when it is necessary to conduct our business. For example, we may use affiliated and non-affiliated companies to assist us in settling claims, providing reinsurance, performing property inspections, providing data processing assistance, protecting against fraud, as well as those who perform audits and research for us or those in law enforcement or government regulatory agencies.

This notice is for your information. No response is required. If you feel the need to contact us about your information, we will generally make it available to you, providing it does not concern claims or other legal matters. If you feel information is incorrect, we will correct it if we agree. If not, your opinion will be made a permanent part of your file.

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