

# Frequently Asked Questions

## New Century Insurance Company, in Liquidation

The 126<sup>th</sup> Judicial District Court of Travis County (Court) declared New Century Insurance Company, (“New Century”) insolvent and has ordered the company into liquidation effective September 3, 2025 (“Order”). This document will help to answer frequently asked questions about making claims and ongoing liquidation proceeding.

### 1. What is a liquidation proceeding?

- A. Liquidation is a type of receivership and is similar to bankruptcy. When a Texas insurance company such as New Century is ordered into liquidation, the Texas Insurance Code authorizes the Commissioner of the Texas Department of Insurance, in his or her capacity as Liquidator, to liquidate the insurance company.

The Liquidation Order directs the Liquidator, to (i) take possession of and safeguard the property of the insurer, (ii) conduct the insurer’s business, and (iii) take such steps needed to liquidate (wind-up the affairs of) the business of the insurer under the supervision of the Court and as the Court may direct.

### 2. Who is in charge of New Century during Liquidation?

- A. The Liquidator is in charge of New Century during Liquidation. On September 3, 2025, the Court entered the Liquidation Order (Order), which appointed the Commissioner of Insurance as Liquidator of New Century. FitzGibbons and Company, Inc. was designated as the Special Deputy Receiver (“SDR”) to carry out the responsibilities of the Liquidator with respect to the liquidation of New Century. Only persons engaged by the Liquidator or the SDR to assist in liquidating New Century will have authority to act on behalf of New Century.

### 3. How do I contact the SDR?

- A. FitzGibbons & Company, Inc.  
8701 E. Vista Bonita Dr., Ste. 200  
Scottsdale, AZ 85255  
  
Phone: (480) 948-4351  
Fax: (480) 454-1694  
Website: [newcenturyliquidation.com](http://newcenturyliquidation.com)  
Email: [newcentury@fitzgibbonsco.com](mailto:newcentury@fitzgibbonsco.com)

For the latest information on the liquidation proceedings, please visit the website [newcenturyliquidation.com](http://newcenturyliquidation.com).

**4. Why was New Century placed into Liquidation?**

- A. New Century was found to be insolvent. It does not have admitted assets equal to its liabilities and has total adjusted capital less than that required under [Texas Insurance Code Chapter 841](#).

**5. Does the Liquidation affect any pending lawsuits?**

- A. Per the Order, all actions against New Century policyholder/insureds are automatically stayed for 90 days after the Liquidation Order (September 3, 2025).

**6. What happens to my coverage under my New Century insurance policy?**

- A. All policies in effect at the time of the issuance of the Liquidation Order will be terminated no later than 30 days from the date of the Liquidation, September 3, 2025. You should seek a replacement policy with another company as soon as possible. Please contact your insurance agent.

**7. Will I be refunded for any unearned premiums I have paid?**

- A. Yes. The Texas Property and Casualty Insurance Guaranty Association (TPCIGA) will pay covered claims for unearned premium up to \$25,000.

**8. What is the TPCIGA?**

- A. TPCIGA is a non-profit association created by the Texas legislature to pay certain claims in the event a Texas property-casualty company becomes insolvent.

**9. What happens to my new or current claim(s) under my New Century insurance policy?**

- A. TPCIGA will pay covered claims. Benefits are generally capped at \$300,000 or the limits of the policy, whichever is less.

**10. How do I contact TPCIGA?**

- A. TPCIGA  
8911 N. Capital of Texas Hwy, Bldg. 2, Ste. 2200  
Austin, TX 78759-7200  
  
Phone: (512) 345-9335 or Toll Free (800) 856-0298  
Fax: (512) 345-9341  
Website: [tpciga.org](http://tpciga.org)  
Email: [info@tpciga.org](mailto:info@tpciga.org)

**11. What do I do if my claim is not covered by TPCIGA?**

- A. Claims not covered in whole or part by TPCIGA should be submitted to the SDR through the Proof of Claim (POC) process. POC forms and instructions will be available soon. Please check back at this website for a POC form.

**12. Do I need to file a POC if my claim was already reported to New Century?**

- A. No. All documentation on record with New Century will be transmitted to TPCIGA for processing of the claim(s).

**13. What if I have a new claim not previously reported to New Century?**

- A. Please report all new claims to New Century by mail or phone:

New Century Insurance Company Claims  
P.O. Box 211502  
Temple, TX 76503

Phone: 254-773-2181 or toll free number of 800-792-3084.

**14. What other claims are subject to the POC process?**

- A. Any person or entity who feels they are owed funds from New Century, including claims for goods or services, are encouraged to file a POC.

**15. Can I file suit directly against New Century?**

- A. Per the Order, all parties are permanently restrained and enjoined from taking action against New Century. Furthermore, all current actions against New Century are stayed for the duration of the liquidation proceedings.

**15. What is the priority of claims?**

- A. The priority of distribution is outlined in [Texas Insurance Code Section 443.301](#).