

FLORIDA STATUTES

Unfair Claim Settlement Practices

Do not alter material content of document without consent of Policy Holder.

No misrepresentation of information that would change the outcome of the claim.

A claim can't be denied without investigating the details.

Promptly acknowledge and respond to all communications.

All denials must be in writing including policy language.

Note all communications in iLog.

Ethical Requirements

Beware of conflict of interest.

All claimants treated equally, honestly and without prejudice.

Report any violations to DFS.

Do not give legal advice or advise client not to seek legal advice.

Advise claimants of their policy rights.

A release created by the adjuster must be approved in writing by insurer.

Civil Remedy

Notify Team Lead of any Civil Remedy Notice – handled by specialty area - time sensitive.

Mediation

Includes residential and commercial residential; excludes commercial business.

Dispute must be greater than \$500.

Insurer must notify claimant of right to mediate.

Insured must call DFS to submit claim.

Hurricane Deductible

Hurricane deductible assessed only once per calendar year.

When hurricane deductible is reached, other peril deductible applies.

Replacement Costs on Dwelling and Contents

RC benefits must be paid upfront for A, B, or C.

If only ACV, then no RC can be paid.

Must be Homeowners or Dwelling Policy.

Condo Statute

Condo Association policy covers from drywall out:

- drywall
- electrical wire
- framing
- windows
- insulation
- plumbing
- exterior doors
- screened porches (if part of original construction).

Unit Owners policy covers from paint in:

- paint
- wallpaper
- flooring
- cabinets
- trim
- plumbing fixtures
- texture
- light fixtures
- countertops
- interior doors
- individual A/C
- any customized additions.

Matching Statute

Statute does not **require** Insurer to match as long as relevant factors are considered. (Follow standard practices.)

Valued Policy Law

Total loss = amount of the structure insured in declarations.

Salvage Titles

Mobile homes - if the home is a total loss, title must be branded.

Public Adjusters prohibition of Conflict of interest

No involvement in repairs or receipt of remuneration direct or indirect in connection with claims.

Sinkholes Insurance

Notify **Team Lead** - handled by specialty area.

Emergency Orders

Vary by storm and will be issued at that time. Citizens will notify you of any specifics that apply.