

Claim Handling

FOR **NEW YORK** P&C INSURANCE

COMPILED BY LYNCH & ASSOCIATES, P.C. ANCHORAGE, AK, WWW.NORTHLAW.COM



ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge in writing receipt of claim to first-party claimant or third-party claimant	Within 15 business days after receipt	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.4(a)
Reply to all pertinent communications	Within 15 business days	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.4(b)
Reply to any inquiry from the Insurance Department	Within 10 business days from any inquiry	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.4(d)
Provide to first-party claimant or third-party claimant notification of all items, statements and forms required of the claimant	Within 15 business days of receipt of notice of the claim	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.5(a)
Commence investigation of any claim	Within 15 business days of receipt of notice of the claim	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.5(a)
Advise the first-party claimant or third-party claimant of acceptance or denial of the claim	Within 15 days after receipt of proofs of loss or requested information	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.6(c)
When insurer suspects claim involves arson advise first-party claimant or third-party claimant of acceptance or denial of claim	Within 30 days after receipt of proofs of loss or requested information	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.6(c)
Notify the claimant in writing stating the reasons additional time is needed for investigation	Within 15 days after receipt of proofs of loss or requested information and every 90 days thereafter	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.6(c)
Notify claimant citing specific reasons that no policy was in force or that insurer is disclaiming liability because of a breach of policy provisions by policyholder	As soon as it is determined.	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.6(d)
Pay amount finally agreed upon in settlement of all or part of any claim	Within 5 business days from the receipt of agreement by insurer or date of performance of conditions in agreement by claimant	N.Y. Comp. Codes R. & Regs. tit. 11 § 216.6(f)

*The link provided is to the entire Compilation of Codes Part Unfair Claims Settlement Practices. In order to find the specific regulation, you will need to scroll down.