

BULLETIN

TO: All Property and Casualty Insurers Operating in Alabama

FROM: Walter A. Bell, Commissioner

DATE: February 23, 2005

RE: Hurricane Ivan Claims

The Department of Insurance continues to receive complaints regarding the handling of claims arising out of damage caused by Hurricane Ivan. Some of the complaints suggest insurers are using stalling tactics to avoid the payment of legitimate claims. Please be advised this department will not tolerate such treatment of Alabama policyholders. All insurers operating in this state are instructed to complete the adjustment of all pending claims arising from Hurricane Ivan within 30 days of the date of this bulletin. Insurers are also reminded of the requirements of Regulation 125 which requires claims to be paid within 30 days of completion of the claim adjustment. For any claims remaining unpaid 30 days after the date of this bulletin, insurers are instructed to file a report indicating the reasons for the delay, along with an expected timeline for payment. The Department will take appropriate action against any insurer found to be violating the laws and regulations of this state.

WAB/RN/bc