



Claims Handling for Indiana
Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Conduct investigation of the matters alleged in a complaint received from the commissioner of insurance	Promptly	IC 27-4-1-5.6(b)
Provide to the commissioner of insurance and the complaining party a written report containing the specific reasons for actions taken on the claim, the specific reasons for any inaction on the claim, and if the claim has not been settled, a good faith estimate of the time required for settlement	Within 20 business days from the date of receipt of the complaint	IC 27-4-1-5.6(b)(1) – (3)
Acknowledge and act upon communications with respect to claims	Promptly	IC 27-4-1-4.5(2)
Affirm or deny coverage of claims	Within a reasonable time after proof of loss statements have been completed	IC 27-4-1-4.5(5)
Provide reasonable explanation of the basis in the insurance policy in relation to the facts or applicable law for denial of a claim or for the offer of a compromise settlement	Promptly	IC 27-4-1-4.5(14)

(Current as of August 2008) - This chart is not to be used as a substitute for reviewing the actual statutes and regulations.

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