

Claims Handling for Iowa Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Disclose to first-party claimants all pertinent benefits, coverages, or other provisions of a policy or contract under which a claim is presented	Not specified	IA ADC 191-15.41(1)
Advise first-party property claimant of the acceptance or denial of the claim. Denial must be in writing. Claim file must contain documentation of denial.	Within 30 days after receipt of properly executed proofs of loss	IA ADC 191-15.41(2)
Where there is a reasonable basis supported by specific information available for review by the commissioner that the first-party claimant has fraudulently caused or contributed to the loss, advise the claimant of the acceptance or denial of the claim	Within a reasonable time for full investigation after receipt of a properly executed proof of loss	IA ADC 191-15.41(2)
Notify first-party claimant that more time is needed to determine whether a first-party claim should be accepted or denied giving the reasons more time is needed	Within 30 days after receipt of the proof of loss	IA ADC 191-15.41(3)
If the investigation remains incomplete, send claimant a letter setting forth the reasons additional time is needed for investigation. Not required if there is a reasonable basis supported by specific information available for review by the commissioner that the first-party claimant has fraudulently caused or contributed to the loss.	45 days from the initial notification and every 45 days thereafter	IA ADC 191-15.41(3)
Affirm or deny liability on claims	Within a reasonable time	IA ADC 191-15.41(6)
Tender payment if the amount of the claim is determined and not in dispute	Within 30 days of affirmation of liability	IA ADC 191-15.41(6)
In claims where multiple coverages are involved, tender payments which are not in dispute under one of the coverages where the payee is known	Within 30 days if such payment would terminate the insurer's known liability under that coverage	IA ADC 191-15.41(6)
Acknowledge receipt of notification of claim. If acknowledgment is not written, notate and date claim file.	Within 15 days of receipt of notice unless payment is made within that period of time	IA ADC 191-15.42(1)
Furnish the Iowa Insurance Division with an adequate response, in duplicate, to any inquiry regarding a claim	Within 21 days of receipt of such inquiry	IA ADC 191-15.42(2)
Reply to all pertinent communications from a claimant which reasonably suggest that a response is expected	Within 15 days	IA ADC 191-15.42(3)
Provide necessary claim forms, instructions and reasonable assistance to first-party claimants	Upon receiving notification of claim. If accomplished within 15 days of notification of a claim,	IA ADC 191-15.42(4)

	acknowledgement requirement above is satisfied.	
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(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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