

LYNCH & ASSOCIATES P.C.

Claims Handling for Nevada Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Give written acknowledgement of receipt of claim to the first or third-party claimant	Within 20 working days after receipt of a claim	NAC 686A.665(1)
Make an appropriate reply to all other communications from a first or third-party claimant which reasonably suggests that a response is expected	Within 20 working days following receipt of communication	NAC 686A.665(3)
Provide necessary claim forms, instructions and reasonable assistance to first-party claimant	Within 20 working days following receipt of notification of a claim	NAC 686A.665(4) & NAC 686A.670(1)
Begin investigation of any claim	Within 20 working days following receipt of notification of a claim	NAC 686A.670(1)
Complete the investigation of a claim	Within 30 days after receipt of notice unless cannot be reasonably finished. "Days" not defined and, therefore, probably calendar.	NAC 686A.670(2)
Give written notification to first or third-party claimant that states the need and reasons for additional investigative time and also specifies the additional time required to complete the investigation	Notification shall be given no later than the 30 th working day after notification of the claim is first received	NAC 686A.675(3)
Advise the first-party claimant of the acceptance or denial of the claim	Within 30 working days after receipt of a properly executed proof of loss	NAC 686A.675(1)
Provide additional written notification that the investigation remains incomplete and the reasons	Within 45 working days from the first notification and no more than every 45 working days thereafter until the investigation is complete	NAC 686A.675(3)
Pay portion of the claim not in dispute	Within 30 working days after acceptance of the claim. Failure to pay can subject carrier to interest penalty.	NAC 686A.675(1)
Provide written notification to first and third-party claimant not represented by an attorney that his/her rights might be affected by a statute of limitation, coverage provision or other time limit. Notice must clearly state the time limit that might be expiring and its effect upon the claim.	At least 60 days before the date on which the time limit might expire. "Days" not defined and, therefore, probably calendar.	NAC 686A.675(1)

Lynch & Associates P.C. · www.northlaw.com · (907) 276-3222

Created by Timothy Lynch & Anne Bandle
tlynch@northlaw.com; abandle@northlaw.com

Information current as of December 2008. This guide is a summary and is intended to give readers an overview. The summary is not and should not be taken as legal advice or legal opinion. Although every effort has been made to be accurate the document is a summary and its accuracy cannot be guaranteed. Also, laws do change over time and will apply differently as changes occur.