



Claims Handling for New York  
Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge receipt of claim to the <b>first</b> and <b>third-party claimant</b>	Within 15 business days after receipt of a claim	11 NYCRR 216.4(a)
Make an appropriate reply to all other pertinent communications from a <b>first</b> and <b>third-party claimant</b> which reasonably indicates that a response is expected	Within 15 business days following receipt of communication	11 NYCRR 216.4(b)
Provide necessary claim forms, instructions and assistance to <b>first</b> and <b>third-party claimant</b>	Within 15 business days of receipt of notification of a claim	11 NYCRR 216.5(a)
Commence investigation	Within 15 business days of receipt of notice of claim	11 NYCRR 216.5(a)
Complete the investigation of a claim	Within 15 business days after receipt of a properly executed proof of loss, statements or other forms requested by the insurer. If arson suspected, can be extended to 30 business days.	11 NYCRR 216.6(c)
Give written notification to the <b>claimant</b> that specifically states the need and reasons for additional time is required to complete the investigation	Within 15 business days after receipt of a properly executed proof of loss, statements or other forms requested by the insurer and every 90 days thereafter	11 NYCRR 216.6(c)
Advise the <b>first</b> or <b>third-party claimant</b> in writing of the acceptance or denial of the claim	Within 15 business days after receipt of a properly executed proof of loss, statements or other forms	11 NYCRR 216.6(c)
Pay portion of the claim not in dispute	Within 5 business days from receipt of agreement with claimant or the performance of the final act required of the claimant necessary for agreement	11 NYCRR 216.6(a)

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