



# LYNCH & ASSOCIATES, P.C.

Defending Insurance Companies & Self-Insureds

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## CLAIMS HANDLING FOR NORTH CAROLINA Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge and act upon communications with respect to claims	Reasonably promptly	<a href="#">N.C. Gen. Stat. § 56-63-15(11)(b)</a>
Affirm or deny coverage of claims	Within a reasonable time after proof-of-loss statements have been completed	<a href="#">N.C. Gen. Stat. § 56-63-15(11)(e)</a>
Settle claims where liability has become reasonably clear	Promptly	<a href="#">N.C. Gen. Stat. § 56-63-15(11)(f)</a>
Provide a reasonable explanation of the basis in the insurance policy for the denial of a claim or offer of compromise settlement	Promptly	<a href="#">N.C. Gen. Stat. § 56-63-15(11)(n)</a>
Mail or deliver loss and claim payments	Within 10 business days after the claim is settled	<a href="#">11 N.C. Admin. Code 4.0421(1)</a>

(Current as of May 2010) – This chart is not to be used as a substitute for reviewing the actual statutes and regulations.