



Claims Handling for Vermont
Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge receipt of claim to the first or third-party claimant and identify the person handling the claim	Within 10 working days after receipt of a claim	Regulation 79-2 § 5A
Make an appropriate written or oral reply to any communications from a first or third-party claimant specifically addressing the question raised by the claimant	Within 10 working days following receipt of communication	Regulation 79-2 § 5B
Advise the first-party claimant of the acceptance or denial of the claim. Denial must be in writing.	Within 15 working days after receipt of properly executed proofs of loss	Regulation 79-2 § 6A
Give written notification to the first-party claimant that states the need and reasons for additional to complete the investigation	Within 15 working days after receipt of proofs of loss	Regulation 79-2 § 6C
Give written notification to the third-party claimant that states the need and reasons for additional to complete the investigation	Within 30 working days after notification of the claim is received	Regulation 79-2 § 6C
Provide additional written notification to the first or third-party claimant that the investigation remains incomplete and the reasons	Within 30 working days from the first notification and no more than every 30 working days thereafter until the investigation is complete	Regulation 79-2 § 6C
Pay portion of the claim not in dispute	Within 10 working days after settlement	Regulation 79-2 § 6G
Provide written notification to the first or third-party claimant not represented by an attorney that his/her rights might be affected by a statute of limitation or policy or contract time limit	For first party claimants at least 30 working days and for third party claimants at least 60 working days before the date on which the time limit might expire	Regulation 79-2 § 6E

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