



Claims Handling for Wisconsin
Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge pertinent communications with respect to claims	Within 10 consecutive days from receipt of a communication concerning a claim	WI ADC § Ins 6.11(3)(1) WI ADC § Ins 6.11(4)
Provide necessary claim forms, instructions and reasonable assistance to insureds and claimants	Within 10 consecutive days from receipt of a communication concerning a claim	WI ADC § Ins 6.11(3)(3) WI ADC § Ins 6.11(4)
Provide a reasonable explanation of the basis in the policy contract or applicable law for denial of a claim or for the offer of a compromise settlement	Within 10 consecutive days from receipt of a communication concerning a claim	WI ADC § Ins 6.11(3)(5) WI ADC § Ins 6.11(4)

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