

## CLAIMS HANDLING FOR ARKANSAS Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge receipt of notification of claim. If acknowledgement not made in writing, make dated notation in file	Within 15 working days upon receipt of notification of a claim	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 7(a)</a>
Furnish forms for proof of loss	Within 20 calendar days after loss has been reported (or thereafter waive proof of loss requirements)	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 7(a)</a>  <a href="#">Ark. Code Ann. § 23-79-126</a>
Respond to any inquiry from Arkansas Insurance Department respecting a claim	Within 15 working days of such inquiry	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 7(b)</a>
Make an appropriate reply to all other pertinent communications from a <b>first-party claimant</b> or <b>third-party claimant</b> which reasonably suggests a response is expected	Within 15 workings days	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 7(c)</a>
Complete investigation of a claim	Within 45 calendar days after notification of claim	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 8</a>
Notify <b>first-party claimant</b> or <b>third-party claimant</b> that additional time is required for completion of investigation and the reasons therefore	Within 45 calendar days after notification of claim	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 8</a>
Advise <b>first-party claimant</b> of the acceptance or denial of the claim. Denial must be given in writing and the claim file shall contain a copy.	Within 15 working days after receipt of properly executed proofs of loss	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 9(a)(1)</a>
Notify <b>first-party claimant</b> that more time is needed to determine if claim should be accepted or denied and state the reasons more time is needed	Within 15 working days after the proofs of loss	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 9(a)(2)</a>
If the investigation remains incomplete send letter to <b>first-party claimant</b> stating the reasons additional time is needed for investigation	45 calendar days from the date of the initial notification and not more than every 45 calendar days thereafter	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 9(a)(2)</a>

Provide written notification to <b>first-party claimant</b> who is not an attorney nor represented by an attorney that rights may be affected by a statute of limitations or a policy or contract time limit. Notice must state that time limit may be expiring and may affect rights	30 working days before the date on which such time limit may expire	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 9(d)</a>
Provide written notification to <b>third-party claimant</b> who is not an attorney nor represented by an attorney that rights may be affected by a statute of limitations or a policy or contract time limit. Notice must state that time limit may be expiring and may affect rights	60 working days before the date on which such time limit may expire	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 9(d)</a>
Mail or deliver claim checks or drafts to <b>first-party claimant</b> or <b>third-party claimant</b>	Within 10 working days after the claims are processed, all claim investigations are completed and said claim files are closed and ready for payment	<a href="#">Ark. Ins. Rule &amp; Reg. 43 § 9(f)</a>

(Current as of May 2012) – **This chart is not to be used as a substitute for reviewing the actual statutes and regulations.**