

CLAIMS HANDLING FOR LOUISIANA
Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge and act upon communications with respect to claims	Promptly	La. Rev. Stat. Ann. § 22:1964(14)(b)
Affirm or deny coverage of claims	Within a reasonable time after proof of loss statements have been completed	La. Rev. Stat. Ann. § 22:1964(14)(e)
Provide a reasonable explanation of the basis in the insurance policy in relation to the facts or applicable law for denial of a claim or for the offer of a compromise settlement	Promptly	La. Rev. Stat. Ann. § 22:1964(14)(n)
Provide forms necessary to present claims with reasonable explanations regarding their use if forms are maintained for that purpose	Within 15 calendar days of a request	La. Rev. Stat. Ann. § 22:1964(14)(o)
Pay a settlement	Within 30 days after an agreement is reduced to writing	La. Rev. Stat. Ann. § 22:1973(B)(2)
Pay the amount of any claim due any person insured by the contract	Within 60 days after receipt of satisfactory proof of loss from claimant	La. Rev. Stat. Ann. § 22:1973(B)(5)
Provide loss information for the 3 previous policy years to the first named insured	Within 30 days of receipt of the first named insured's written request	La. Rev. Stat. Ann. § 22:1964(20)

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