

**CLAIMS HANDLING FOR MICHIGAN
Property & Casualty Insurance**

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge and act upon communications with respect to claims	Promptly	Mich. Comp. Laws § 500.2026(1)(b)
Affirm or deny coverage of claims	Within a reasonable time after proof of loss statements have been completed	Mich. Comp. Laws § 500.2026(1)(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	Mich. Comp. Laws § 500.2026(1)(n)
Pay benefits to insured, individual or entity directly entitled to benefits under insured's contract of insurance, or a third party tort claimant	On a timely basis	Mich. Comp. Laws § 500.2006(1)
Specify in writing the materials that constitute a satisfactory proof of loss	Not later than 30 days after receipt of a claim unless the claim is settled within the 30 days	Mich. Comp. Laws § 500.2006(3)
Pay amount supported by proof of loss where proof of loss is not supplied as to entire claim	Within 60 days after receipt of proof of loss	Mich. Comp. Laws § 500.2006(3)
Pay remainder of claim that is later supported by proof of loss	Within 60 days after receipt of proof of loss	Mich. Comp. Laws § 500.2006(3)

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