

## CLAIMS HANDLING FOR MONTANA Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge and act upon communications with respect to claims	Reasonably promptly	<a href="#">Mont. Code Ann. § 33-18-201(2)</a>
Affirm or deny coverage of claims	Within a reasonable time after proof of loss statements have been completed	<a href="#">Mont. Code Ann. § 33-18-201(5)</a>
Settle claims in which liability has become reasonably clear	Promptly	<a href="#">Mont. Code Ann. § 33-18-201(6)</a>
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	<a href="#">Mont. Code Ann. § 33-18-201(14)</a>
Make an offer to pay or pay all approved claims for covered services or damages that solely involve the recovery of property damages in an amount of \$2,500 or less arising out of the ownership, maintenance, or use of a motor vehicle	Within 30 working days of receipt of a proof of loss that is correctly completed and submitted	<a href="#">Mont. Code Ann. § 33-18-245(1)</a>

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