

CLAIMS HANDLING FOR NEW JERSEY Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge receipt of claim including the address and telephone number of the insurer claims office or authorized claims representative handling the claim	Within 10 working days from receipt of a claim	N.J. Admin. Code § 11:2-17.6(b)
Provide first-party claimants with necessary claim forms, instructions, and reasonable assistance	Promptly upon receiving notification of a claim Compliance within 10 working days of notification of claim shall constitute compliance with (b) above	N.J. Admin. Code § 11:2-17.6(c)
Make an appropriate reply to all pertinent communications (written or oral) which reasonably suggest a response is expected	Within 10 working days	N.J. Admin. Code § 11:2-17.6(e) N.J. Admin. Code § 11:2-17.3 (definition of “pertinent communications”)
Furnish the Department of Banking and Insurance with a complete and accurate response to any inquiry	Within 15 working days from receipt of inquiry	N.J. Admin. Code § 11:2-17.6(d)
Commence investigation on all claims other than auto physical damage	Within 10 working days from receipt of notification of claim	N.J. Admin. Code § 11:2-17.7(a)
Complete investigation of first-party claims and make payment	Within 30 calendar days from receipt of property executed proofs of loss	N.J. Admin. Code § 11:2-17.7(c)(1)
Complete investigation of a third-party property damage claim and make payment	Within 45 calendar days from receipt of notification of claim	N.J. Admin. Code § 11:2-17.7(c)(2)
Complete investigation of a third-party bodily injury claim and make payment	Within 90 calendar days from receipt of notification of claim	N.J. Admin. Code § 11:2-17.7(c)(3)
If unable to settle the claim within the time periods specified in N.J. Admin. Code § 11:2-17.7(c) above, send the claimant written notice including the reasons additional time is needed, the address of the office responsible for handling the claim, and the insured’s policy number and claim number	No later than the date given no later than the date required for completion and every 45 days thereafter until the claim is honored or rejected	N.J. Admin. Code § 11:2-17.7(e)

Pay any amount finally agreed upon in settlement of all or part of any claim	Within 10 working days from receipt of agreement or date of performance of conditions in agreement by claimant	N.J. Admin. Code § 11:2-17.7(f)
Provide written notification to first-party claimant or third-party claimant who is actively negotiating with the insurer and not represented by an attorney that rights might be affected by a statute of limitation or policy time limit	At least 60 calendar days before the date on which such time limit may expire.	N.J. Admin. Code § 11:2-17.8(e)

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

*The link provided is to the entire New Jersey Administrative Code. In order to find the specific section, you will need to click the New Jersey Administrative Code on the left, then click New Jersey Administrative Code as it appears again, then click Title 11 Insurance, then click Chapter 2 Insurance Group, then click Subchapter 17 Unfair Claims Settlement Practices, and finally click the specific regulation referenced.