

## CLAIMS HANDLING FOR WISCONSIN Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge pertinent communications with respect to claims	Within 10 consecutive days from receipt of a communication concerning a claim	<a href="#">Wis. Admin. Code Ins. § 6.11(3)(a)(1)</a>  <a href="#">Wis. Admin. Code Ins. § 6.11(4)</a>
Provide necessary claims forms, instructions and reasonable assistance to insureds and claimants	Within 10 consecutive days from receipt of a communication concerning a claim	<a href="#">Wis. Admin. Code Ins. § 6.11(3)(a)(3)</a>  <a href="#">Wis. Admin. Code Ins. § 6.11(4)</a>
Provide a reasonable explanation of the basis in the policy contract or applicable law for denial of a claim or for the offer of a compromise settlement	Within 10 consecutive days from receipt of a communication concerning a claim	<a href="#">Wis. Admin. Code Ins. § 6.11(3)(a)(5)</a>  <a href="#">Wis. Admin. Code Ins. § 6.11(4)</a>
Affirm or deny coverage of claims	Within a reasonable time after proof of loss has been completed	<a href="#">Wis. Admin. Code Ins. § 6.11(3)(a)(7)</a>

(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 Insurance Code.  
In order to find the specific section referenced you will need to scroll down.