

Property & Casualty TOP TEN

2007 Most Frequent Market Conduct Issues

Our regulatory editors carefully review and analyze results from all market conduct exams in all jurisdictions. As part of the review process, they track market conduct issues by line of business. According to their reviews, the top 10 market conduct issues in **Property & Casualty** in 2007 were as follows.

1. Failure to acknowledge, pay, or deny claims within specified time frames
2. Failure to properly terminate a policy, including inadequate days' notice and omitted required language
3. Improper documentation of claim files
4. Using unapproved or unfiled rates and/or rating errors
5. Failure to provide required disclosures (such as selection/rejection or coverage notices in the underwriting process or notices such as statute of limitations, reasons for denials, and bill of rights in the claims process)
6. Failure to provide notification of producer appointments or terminations
7. Improper documentation of underwriting and policy files
8. Failure to communicate a delay in the settlement of claims in writing
9. Using unapproved or unfiled forms
10. Failure to produce requested records for an examination



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