

March 30, 1979

SUBJECT: INSURANCE

WITHDRAWN

CIRCULAR LETTER NO. 11

March 30, 1979

TO: ALL INSURERS AUTHORIZED TO WRITE INSURANCE IN THE STATE OF NEW YORK

SUBJECT: PROMPTNESS OF REPLIES TO INSURED, CLAIMANTS AND PRODUCERS

One of the most frequently voiced complaints received by this Department is the delay by insurance companies in responding to insureds, claimants, and producers. These delays cause irritation, frustration, and in many cases complaints being registered with this Department. This Department considers that a reasonable response should not exceed ten (10) working days.

Many companies have taken constructive, positive steps to improve their response operations. However, there are still some companies or parts of companies who have either not realized the importance for promptness, or have not exercised the proper supervision or have not committed the necessary resources to insure that each insured and claimant gets the proper service he or she deserves.

I wish to caution all companies that poor service to the public will not be tolerated and appropriate action will be taken against those who shirk their responsibilities.

Very truly yours,

[SIGNATURE]

ALBERT B. LEWIS

Superintendent of Insurance