

July 10, 1987

SUBJECT: INSURANCE

WITHDRAWN

Circular Letter No. 12 (1987)

TO: ALL AUTHORIZED INSURERS WRITING BUSINESS IN NEW YORK STATE

RE: UPDATING THE CORPORATE OFFICER RESPONSIBLE FOR AN INSURER'S INTERNAL DEPARTMENT SPECIFICALLY DESIGNATED TO INVESTIGATE AND RESOLVE COMPLAINTS FILED WITH THE INSURANCE DEPARTMENT AND TIMELY AND WELL DOCUMENTED RESPONSES TO COMPLAINTS FILED WITH THE INSURANCE DEPARTMENT.

Pursuant to Regulation 64, Part 216.4(c) and Circular Letter No. 11 (1978), every insurer must furnish the Superintendent with the name and title of the corporate officer responsible for its internal department specifically designated to investigate and resolve complaints filed with the Insurance Department.

It has been determined that some insurers are not advising this Department in a timely manner of changes in their designated corporate officer. It is also noted that some insurers are designating a corporate officer for specific lines of business rather than one corporate officer for receipt of all complaints.

This Department has been experiencing delays in resolving many complaints due to the untimely responses received from insurers and inadequate documentation of responses. Many companies have either not realized the importance of promptness, have not exercised the proper supervision or have not committed the necessary resources to ensure that complaints are responded to in a timely, well documented manner.

I wish to remind the corporate officers responsible for the internal department specifically designated to resolve complaints that substantive, well documented reply must be furnished to this Department within ten business days of receipt of a Department inquiry. Deficient responses will not be tolerated and appropriate action will be taken against those who shirk their responsibilities.

Kindly acknowledge receipt of this letter by providing the name and title of the corporate officer, phone number and address of same to Mr. Nathan Silver, Chief of the Consumer Services Bureau, 160 West Broadway, New York, NY 10013.

Very truly yours,

[SIGNATURE]

James P. Corcoran

Superintendent of Insurance