



STATE OF NEW YORK  
INSURANCE DEPARTMENT  
160 WEST BROADWAY  
NEW YORK, NEW YORK 10013-3393

SALVATORE R. CURIALE  
SUPERINTENDENT OF INSURANCE

WITHDRAWN 10/31/1995  
See Circular Letter 16 (1995)

Circular Letter No. 21  
December 23, 1993

**TO: All Insurers Licensed to Write Automobile and/or Accident and Health Insurance in New York**

**RE: Annual Rankings of Automobile and Health Insurance Complaints**

This is to advise that Sections 210 and 337 of the New York Insurance Law require this Department to issue an Annual Ranking of Automobile Insurance Complaints and an Annual Ranking of Health Insurance Complaints.

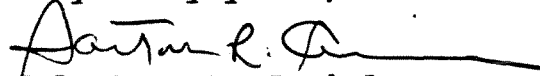
In order to effectuate more informative and accurate rankings, this Department is requesting the full cooperation of the industry.

The Department will provide quarterly computer listings of closed complaint files when requested. Calendar year listings will be provided upon request until March 1 of the year following the year the complaint was closed. Bureau staff will be available to review the quarterly listings on an appointment basis. Requests to review the annual listings must be made by March 1 of the year following the calendar year of the closing of the complaint. All reviews must be completed by May 31 of the year following the calendar year of closing of the complaint.

In addition, all insurance companies are reminded that all replies to Department correspondence must identify the name of the insurance company against whom the complaint should be charged. This is particularly important when the respondent company is part of a group. If the complaint involves health insurance, the respondent company is requested to indicate whether the complaint involves a self-insured or HMO plan. If the complaint involves automobile insurance, the respondent company is requested to indicate if its policy is commercial or non-commercial.

If there are any questions concerning this letter please contact Rosalyn Rich at (212) 602-0492 for health insurance or Barry Bistreich (212) 602-0510 for automobile insurance.

Very truly yours,

  
Salvatore R. Curiale  
Superintendent of Insurance