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To: Member Companies:

Insurer Complaint Procedure

In an effort to streamline the insurer complaint procedure the Governing Committee at its meeting on March 21, 1996, adopted an amendment to Section 13.C.

In accordance with the Plan of Operation, this amendment was submitted to the Commissioner for his approval. That approval has now been given in Board Order No. 96-0590, dated May 29, 1996, effective June 1, 1996.

The text of the change to Section 13.C is shown below:

1. A copy of the complaint mailed to the insurer is to be sent to the Association. Such complaint is to be based upon non-compliance with Insurer Performance Standards.

The insurer must give a written response to the producer and the Association within 20 days of receipt of the complaint.

2. Upon receipt by the Association of the producer complaint:

- a. the type of complaint for each insurer is logged;
- b. the Association copy is to be filed[?].

3. If the complaint is determined to be invalid, the Association shall so record it and advise the insurer and the producer.

4. In the absence of an acknowledgment from the insurer stating resolution of the complaint within 20 days, a follow-up letter will be sent to the insurer giving ten days to respond.

5. If after ten days the insurer does not respond, the Association will contact an executive of the insurer and notify the producer.

6. If after an executive of the insurer is contacted, the matter is not resolved, the files will be turned over to the Governing Committee for further action and the producer will be advised of such action.

If the Governing Committee finds that any insurer without good cause is not complying with the provisions of this section, it shall notify the Commissioner of Insurance.

Sincerely,



Margaret Alsobrook
Operations Manager

RSG:dr