



INFORMATIONAL MEMORANDUM  
OIR-04-014M  
ISSUED  
October 19, 2004  
Florida Office of Insurance Regulation  
Kevin McCarty, Commissioner

**To All Property and Casualty Insurers in the State of Florida**

**Continued Hurricane Reporting**

All property and casualty insurers transacting business in Florida are required to submit to the Florida Office of Insurance Regulation ("Office") information for any property claims that result from Hurricanes Charley, Frances, Ivan, and Jeanne. Pursuant to Informational Memoranda OIR-04-008M, OIR-04-010M, OIR-04-011M, and OIR-04-012M companies are submitting certain required information for Hurricanes Charley, Frances, Ivan and Jeanne, respectively. Companies shall continue to update this information and are now required to submit the following additional information for each of the aforementioned hurricanes:

**Claims Information**

1. Total number of claims reported to date;
2. Total number of claims where the company has made contact with the policyholder;
3. Total number of adjusted claims, includes claims that have been adjusted via desk or on-site;
4. Average number of days to adjust the claims reported in Item 3 above;
5. Number of closed claims where no additional payments to the policyholder are anticipated;
6. Average number of days to close the claims reported in Item 5 above;
7. Number of claims open for less than thirty (30) days;
8. Number of claims open for more than thirty (30) days and less than sixty (60) days;
9. Number of claims open for more than thirty (30) days and less than sixty (60) days where **only** additional living expense (ALE) payments have been made to policyholders;
10. Number of claims open for more than sixty (60) days and less than ninety (90) days;
11. Number of claims open for more than sixty (60) days and less than ninety (90) days where **only** additional living expense (ALE) payments have been made to policyholders;
12. Number of claims open for more than ninety (90) days; and
13. Number of claims open for more than ninety (90) days where **only** additional living expense (ALE) payments have been made to policyholders.

All required information shall be submitted via the Office website at <https://apps.fldfs.com/disasterreporting>. Each insurer shall continue to provide this information to the Office not later than 5:00 pm every Friday, **beginning Friday, October 22, 2004**, until it receives notice from the Office that it is no longer required to do so. Each submission shall contain the cumulative results experienced by the insurer from Hurricanes Charley, Frances, Ivan, and Jeanne, not information for only the previous week. **Information for Hurricanes Charley, Frances, Ivan, and Jeanne should not be combined and must be reported separately.** If there are no changes from the prior submission, then indicate so for the specific items. Please have the Florida Company Code for your company/companies when accessing the system.

For further information, contact the Bureau of Property & Casualty Insurer Solvency at (850) 413-5232.