



INFORMATIONAL MEMORANDUM
OIR-04-016M
ISSUED
October 28, 2004
Florida Office of Insurance Regulation
Kevin McCarty, Commissioner

To All Property and Casualty Insurers in the State of Florida

Changes to Weekly Hurricane Reporting Requirements

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 insurers are submitting certain required financial information for Hurricanes Charley, Frances, Ivan and Jeanne, respectively. Reporting under these Memoranda is due on Wednesday of each week.

Informational Memorandum OIR-04-014M requires insurers to submit general claims information for each of the aforementioned hurricanes. As stated in the Memorandum, this information was to be reported each Friday, beginning October 22, 2004. This Memorandum changes the reporting day for general claims information required pursuant to Informational Memorandum OIR-04-014M from Friday to Wednesday and further describes the items required by the Memorandum. Accordingly, the next general claims information report is due on Wednesday, November 3, 2004.

Again, insurers shall continue to report all financial information required pursuant to Informational Memoranda OIR-04-008M, OIR-04-010M, OIR-04-011M, and OIR-04-012M by 5:00 P.M. each Wednesday, and effective immediately, all general claims information required pursuant to Informational Memorandum OIR-04-014M, shall also be reported by 5:00 P.M. each Wednesday.

Required Information for all Property Claims (e.g., homeowners, commercial property, automobile, aircraft, etc.)

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 as a result of desk reviews or on-site examinations. **For purposes of this report "adjusted" is defined as a claim that has been evaluated and for which a settlement offer has been made to the claimant;**
4. Average number of days to adjust the claims reported in Item 3 above. Aging should begin with the date **the claim was reported;**
5. Number of closed claims where no additional payments to the policyholder are anticipated. **For the purposes of this report, a "closed claim" is defined as, a claim that has been settled, the claimant has received payment and no additional payments for this claim are expected to be incurred by the insurer;**
6. The average number of days to close the claims reported in Item 5 above. **Aging should begin with the date the claim was reported;**
7. Number of claims open for less than thirty (30) days. **Include only claims that are still open, not those that have been closed;**
8. Number of claims open for more than thirty (30) days and less than sixty (60) days. **Include only claims that are still open, not those that have been closed;**

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. **Include only claims that are still open, not those that have been closed;**
10. Number of claims open for more than sixty (60) days and less than ninety (90) days. **Include only claims that are still open, not those that have been closed;**
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. **Include only claims that are still open, not those that have been closed;**
12. Number of claims open for more than ninety (90) days. **Include only claims that are still open, not those that have been closed;** and
13. Number of claims open for more than ninety (90) days where **only** additional living expense (ALE) payments have been made to policyholders. **Include only claims that are still open, not those that have been closed;**

All required information shall continue to be submitted via the Office website at <https://apps.fldfs.com/disasterreporting/>.

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