



# Florida Office of Insurance Regulation

## Annual Certification of Claims-Handling Manuals

This form must be completed and submitted electronically to the Florida Office of Insurance Regulation by August 1, 2023, via the [Insurance Regulation Filing System](https://www.flor.com/iportal) at <https://www.flor.com/iportal>. If you have any questions or need assistance with making a filing, please email: [Claims-HandlingManuals@flor.com](mailto:Claims-HandlingManuals@flor.com)

### Attestation

I \_\_\_\_\_, \_\_\_\_\_, of \_\_\_\_\_,  
(name of Officer) (title) (company/ group name)  
\_\_\_\_\_, do hereby certify and affirm that:  
(NAIC company code)

The insurer's current claims-handling manuals for residential property insurance comply with the requirements of the Florida Insurance Code and comport to, at minimum, the usual and customary industry claims-handling practices.

The insurer maintains adequate resources available to implement the requirements of each of its claims-handling manuals at all times, including during natural disasters and catastrophic events.

These claims-handling manuals include guidelines and procedures which conform to the Florida Insurance Code, specifically requirements laid out in Section 627.4108, Florida Statutes, Chapter 2023-172, Laws of Florida.

Failure to adhere to the company's claim-handling manual may be cause for examination under Section 624.3161, F.S., Chapter 2023-172, Laws of Florida.

Upon request by the Florida Office of Insurance Regulation, the insurer will provide a true and correct copy of the currently applicable, or otherwise specifically requested, claims-handling manuals for residential property insurance within five business days as specified on Form OIR-B3-496 05/2023, and in Section 627.4108(2), Florida Statutes.

\_\_\_\_\_  
(signature)

\_\_\_\_\_  
(date)

*Note: This certification must be signed by a company officer having appropriate authority.*

Form OIR-B3-495 07/2023

Rule 69OER23-2, F.A.C.