

Bulletin 56

COMMERCIAL PROPERTY AND CASUALTY LOSS HISTORY REPORTS

July 14, 1989

This Bulletin is directed to all property and casualty insurers licensed in Indiana and to all Indiana excess and surplus lines agents.

Among the data needed by many enterprises in order to manage their insurance programs effectively is information regarding their loss histories. It has come to my attention that some insureds have encountered difficulty obtaining this important information from their current or former carriers. The purpose of this Bulletin is to set forth the minimum standards which this Department will expect all insurers to meet when responding to requests for loss history reports. I want to stress that the standards set forth below are minimums. Companies are strongly urged to provide whatever additional information may reasonably be requested, consistent with their ability to do so and with sound business practices.

To the extent that companies have the practical means to do so, they are urged to provide loss history reports to their commercial customers. At a minimum, any commercial property and casualty insured whose annual policy premium exceeds \$2,500 per year has a right to expect loss history reports from current and former insurers. Those reports should be provided as frequently as the insured may reasonably request in writing. They should be sent to the insured within thirty (30) days after receipt of his or her request and should include at least the following:

1. The date of each loss under the policy;
2. A description of each loss under the policy;
3. The status of each loss under the policy (i.e. whether it is open or closed);
4. The amount paid on each loss under the policy; and
5. Either the total reserves on all losses under the policy or the aggregate incurred losses on all claims under the policy.

All of the information provided should be current as of a date not more than thirty (30) days prior to its mailing or delivery to the insured. Updated reports should be available for three (3) years after policy expiration.

The Insurance Department will monitor compliance with the foregoing guidelines. I hope and expect that each insurer licensed in Indiana or doing business in the state through excess and surplus lines agents will voluntarily undertake to make this important information available to its policyholders.

John J. Dillon III
INSURANCE COMMISSIONER