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LEGISLATIVE ACTION

Senate

House

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Floor: 2/AD/2R

04/22/2010 03:29 PM

Senator Richter moved the following:

Senate Amendment

Delete lines 649 - 655

and insert:

For purposes of this subsection, the term "valid consumer complaint" means a written communication, or oral communication that is subsequently converted to a written form, from a consumer that expresses dissatisfaction involving a personal residential insurance policy with a specific personal residential property insurer. However, a valid complaint does not arise if in the disposition thereof by the department the insurer or agent position is upheld, the policy provision is upheld, the coverage is explained, additional information is



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14 provided, the complaint is withdrawn, the complaint is referred
15 outside the department, or if an inquiry has missing or
16 insufficient information, is not within the jurisdiction of the
17 department or requests mediation of a claim that is not eligible
18 for mediation.