



729684

LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/03/2010	.	
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The Committee on Banking and Insurance (Smith) recommended the following:

Senate Amendment (with title amendment)

Between lines 218 and 219
insert:

Section 3. Subsection (4) of section 627.0613, Florida Statutes, is amended to read:

627.0613 Consumer Advocate.—The Chief Financial Officer must appoint a consumer advocate who must represent the general public of the state before the department and the office. The consumer advocate must report directly to the Chief Financial Officer, but is not otherwise under the authority of the



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13 department or of any employee of the department. The consumer
14 advocate has such powers as are necessary to carry out the
15 duties of the office of consumer advocate, including, but not
16 limited to, the powers to:

17 (4) By June 1, 2012, and each June 1 thereafter, prepare an
18 annual report card for each authorized personal residential
19 property insurer, on a form and using a letter-grade scale
20 developed by the commission by rule, which objectively grades
21 each insurer based on the following factors:

22 (a) The number and nature of valid consumer complaints, as
23 a market share ratio, received by the department against the
24 insurer.

25 (b) The disposition of all valid complaints received by the
26 department.

27 (c) The average length of time for payment of claims by the
28 insurer.

29 (d) Any other measurable and objective factors the
30 commission identifies as capable of assisting policyholders in
31 making informed choices about homeowner's insurance.

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34 ===== T I T L E A M E N D M E N T =====

35 And the title is amended as follows:

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Delete line 11

38 and insert:

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amending s. 627.0613, F.S.; revising the powers of the
41 consumer advocate to require that an annual report



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42 card for each authorized personal residential property
43 insurer be prepared by a specified date each year;
44 providing that the annual report card objectively
45 grade each insurer based on certain factors; revising
46 provisions relating to such factors; amending s.
47 627.062, F.S.; requiring that the office