

Amendment No.

CHAMBER ACTION

Senate

House

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Representative Nelson offered the following:

**Amendment**

Remove lines 390-396 and insert:

(b) For purposes of this subsection, the term "valid consumer complaint" means a written communication, or an 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 will not arise when 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upheld, the policy provision is upheld, the coverage is explained, additional information is provided, the complaint is withdrawn, the complaint is referred outside the department, or when an inquiry has missing or insufficient information, is not within the jurisdiction of the

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17 department, or requests mediation of a claim that is not  
18 eligible for mediation.