1 A bill to be entitled 2 An act relating to property insurance appraisers and 3 property insurance appraisal umpires; amending s. 4 624.04, F.S.; revising the definition of the term 5 "person"; amending s. 624.303, F.S.; exempting 6 certificates issued to property insurance appraisal 7 umpires from the requirement to bear a seal of the 8 Department of Financial Services; amending s. 624.311, 9 F.S.; providing a schedule for destruction of property 10 insurance appraisal umpire licensing files and records; amending s. 624.317, F.S.; authorizing the 11 12 department to investigate property insurance appraisal 13 umpires for violations of the insurance code; amending 14 s. 624.501, F.S.; authorizing specified fees for property insurance appraisal umpires; amending s. 15 624.523, F.S.; requiring fees associated with property 16 17 insurance appraisal umpires' appointments to be deposited into the Insurance Regulatory Trust Fund; 18 19 amending s. 626.015, F.S.; providing a definition; amending s. 626.016, F.S.; revising the scope of the 20 21 Chief Financial Officer's powers and duties and the department's enforcement jurisdiction to include 22 umpires; amending s. 626.022, F.S.; including property 23 24 insurance appraisal umpire licensing in the scope of 25 part I of ch. 626, F.S., relating to licensing

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26 procedures; amending s. 626.112, F.S.; requiring 27 umpires to be licensed and appointed; requiring 28 licensure as an adjuster when serving as an appraiser 29 under certain conditions; prohibiting certain 30 disqualified persons from acting or serving as an 31 umpire or appraiser; amending s. 626.171, F.S.; 32 requiring a specified application and payment of fees 33 for an umpire license; requiring applicants for licensure as an umpire to submit fingerprints to the 34 35 department; amending s. 626.207, F.S.; providing that 36 s. 112.011, F.S., relating to disqualification from 37 licensure or public employment does not apply to applicants for licensure as umpires; amending s. 38 39 626.2815, F.S.; requiring specified continuing 40 education for licensure as an umpire; revising applicability; amending s. 626.451, F.S.; providing 41 42 requirements relating to the appointment of an umpire; 43 amending s. 626.461, F.S.; providing that an umpire 44 appointment continues in effect, subject to certain conditions, until the person's license is revoked or 45 otherwise terminated; amending s. 626.521, F.S.; 46 47 authorizing the department to obtain a credit and 48 character report for certain umpire applicants; amending s. 626.541, F.S.; requiring an umpire to 49 50 provide certain information to the department when

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51 doing business under a different business name or when 52 information in the licensure application changes; 53 amending s. 626.601, F.S.; authorizing the department 54 to investigate improper conduct of any licensed 55 umpire; amending s. 626.611, F.S.; requiring the 56 department to refuse, suspend, or revoke an umpire's 57 license under certain circumstances; amending s. 58 626.621, F.S.; authorizing the department to refuse, 59 suspend, or revoke an umpire's license under certain 60 circumstances; amending s. 626.641, F.S.; prohibiting 61 an umpire from certain transactions, business, 62 ownership, control, or employment during the period the umpire's license is suspended or revoked; amending 63 64 ss. 626.7845, 626.8305, and 626.8411, F.S.; conforming cross-references; amending s. 626.8443, F.S.; 65 66 prohibiting a title insurance agent from certain 67 transactions, business, ownership, control, or 68 employment during the period the agent's license is 69 suspended or revoked; amending s. 626.854, F.S.; 70 providing limitations on fees charged by a public 71 adjuster during an appraisal; creating s. 626.8791, 72 F.S.; establishing required notice in a contract for 73 appraisal services; amending s. 626.9957, F.S.; conforming a cross-reference; creating part XIV of ch. 74 75 626, F.S., relating to property insurance appraisal

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76 umpires; creating s. 626.9961, F.S.; providing a short 77 title; creating s. 626.9962, F.S.; providing 78 legislative findings; creating s. 626.9963, F.S.; 79 providing that part XIV supplements part I of ch. 626, 80 F.S., the "Licensing Procedures Law"; creating s. 626.9964, F.S.; providing definitions; creating s. 81 82 626.9965, F.S.; providing qualifications for license as an umpire; prohibiting the department from 83 rejecting an application solely on specified grounds; 84 85 creating s. 626.9966, F.S.; authorizing the department 86 to refuse, suspend, or revoke an umpire's license 87 under certain circumstances; creating s. 626.9967, F.S.; providing ethical standards for property 88 89 insurance appraisal umpires; creating s. 626.9968, F.S.; providing for disgualification of an umpire 90 91 under certain circumstances; repealing s. 627.70151, 92 F.S., relating to appraisal conflicts of interest; 93 providing an appropriation and authorizing positions; 94 providing applicability; providing an effective date. 95 96 Be It Enacted by the Legislature of the State of Florida: 97 98 Section 1. Section 624.04, Florida Statutes, is amended to 99 read: 100 624.04 "Person" defined.-"Person" includes an individual,

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101 insurer, company, association, organization, Lloyds, society, reciprocal insurer or interinsurance exchange, partnership, 102 103 syndicate, business trust, corporation, agent, general agent, broker, service representative, adjuster, property insurance 104 105 appraisal umpire, and every legal entity. Section 2. Subsection (2) of section 624.303, Florida 106 107 Statutes, is amended to read: 108 624.303 Seal; certified copies as evidence.-All certificates executed by the department or office, 109 (2) 110 other than licenses of agents, property insurance appraisal umpires, or adjusters, or similar licenses or permits, shall 111 112 bear its respective seal. Section 3. Paragraphs (b) and (c) of subsection (4) of 113 114 section 624.311, Florida Statutes, are amended to read: 115 624.311 Records; reproductions; destruction.-To facilitate the efficient use of floor space and 116 (4) 117 filing equipment in its offices, the department, commission, and 118 office may each destroy the following records and documents 119 pursuant to chapter 257: Agent, adjuster, property insurance appraisal umpire, 120 (b) 121 and similar license files, including license files of the 122 Division of State Fire Marshal, over 2 years old; except that the department or office shall preserve by reproduction or 123 otherwise a copy of the original records upon the basis of which 124 125 each such licensee qualified for her or his initial license,

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except a competency examination, and of any disciplinary 126 127 proceeding affecting the licensee; 128 All agent, adjuster, property insurance appraisal (C) 129 umpire, and similar license files and records, including 130 original license qualification records and records of 131 disciplinary proceedings 5 years after a licensee has ceased to 132 be qualified for a license; 133 Section 4. Subsection (1) of section 624.317, Florida 134 Statutes, is amended to read: 135 624.317 Investigation of agents, adjusters, property insurance appraisal umpires, administrators, service companies, 136 137 and others.-If it has reason to believe that any person has violated or is violating any provision of this code, or upon the 138 139 written complaint signed by any interested person indicating 140 that any such violation may exist: The department shall conduct such investigation as it 141 (1)142 deems necessary of the accounts, records, documents, and 143 transactions pertaining to or affecting the insurance affairs of 144 any general agent, surplus lines agent, adjuster, property 145 insurance appraisal umpire, managing general agent, insurance 146 agent, insurance agency, customer representative, service representative, or other person subject to its jurisdiction, 147 subject to the requirements of s. 626.601. 148 Section 5. Paragraph (c) of subsection (19) and subsection 149 (28) of section 624.501, Florida Statutes, are amended, and a 150

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new subsection (29) is added to that section, to read: 151 152 624.501 Filing, license, appointment, and miscellaneous 153 fees.-The department, commission, or office, as appropriate, 154 shall collect in advance, and persons so served shall pay to it 155 in advance, fees, licenses, and miscellaneous charges as 156 follows: 157 (19) Miscellaneous services: For preparing lists of agents, adjusters, property 158 (C) 159 insurance appraisal umpires, and other insurance representatives, and for other miscellaneous services, such 160 reasonable charge as may be fixed by the office or department. 161 162 (28) Late filing of appointment renewals for agents, 163 adjusters, property insurance appraisal umpires, and other 164 insurance representatives, each appointment \$20.00 165 (29) Property insurance appraisal umpires: 166 (a) Property insurance appraisal umpire's appointment and 167 biennial renewal or continuation thereof, each appointment 168 \$60.00 169 (b) Fee to cover actual cost of a credit report when such 170 report must be secured by the department. 171 Section 6. Paragraph (e) of subsection (1) of section 172 624.523, Florida Statutes, is amended to read: 624.523 Insurance Regulatory Trust Fund.-173 174 There is created in the State Treasury a trust fund (1)designated "Insurance Regulatory Trust Fund" to which shall be 175

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credited all payments received on account of the following 176 177 items: 178 (e) All payments received on account of items provided for 179 under respective provisions of s. 624.501, as follows: 180 1. Subsection (1) (certificate of authority of insurer). 181 2. Subsection (2) (charter documents of insurer). Subsection (3) (annual license tax of insurer). 182 3. 183 4. Subsection (4) (annual statement of insurer). Subsection (5) (application fee for insurance 184 5. 185 representatives). 6. The "appointment fee" portion of any appointment 186 187 provided for under paragraphs (6) (a) and (b) (insurance representatives, property, marine, casualty and surety 188 189 insurance, and agents). 190 7. Paragraph (6)(c) (nonresident agents). 191 Paragraph (6) (d) (service representatives). 8. 192 9. The "appointment fee" portion of any appointment 193 provided for under paragraph (7) (a) (life insurance agents, 194 original appointment, and renewal or continuation of 195 appointment). 196 10. Paragraph (7) (b) (nonresident agent license). 197 The "appointment fee" portion of any appointment 11. provided for under paragraph (8)(a) (health insurance agents, 198 agent's appointment, and renewal or continuation fee). 199 200 12. Paragraph (8) (b) (nonresident agent appointment).

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201 The "appointment fee" portion of any appointment 13. 202 provided for under subsections (9) and (10) (limited licenses 203 and fraternal benefit society agents). 204 14. Subsection (11) (surplus lines agent). 205 15. Subsection (12) (adjusters' appointment). 206 16. Subsection (13) (examination fee). 207 17. Subsection (14) (temporary license and appointment as 208 agent or adjuster). 18. Subsection (15) (reissuance, reinstatement, etc.). 209 210 19. Subsection (16) (additional license continuation 211 fees). 212 20. Subsection (17) (filing application for permit to form 213 insurer). 21. 214 Subsection (18) (license fee of rating organization). 215 22. Subsection (19) (miscellaneous services). 216 23. Subsection (20) (insurance agencies). 217 24. Subsection (29) (property insurance appraisal umpire's 218 appointment). 219 Section 7. Subsections (16) through (19) of section 220 626.015, Florida Statutes, are renumbered as subsections (17) 221 through (20), respectively, and a new subsection (16) is added 222 to that section, to read: 223 626.015 Definitions.-As used in this part: 224 (16) "Property insurance appraisal umpire" or "umpire" 225 means a property insurance appraisal umpire as defined in s.

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226 626.9964.

227 Section 8. Subsection (1) of section 626.016, Florida 228 Statutes, is amended to read:

229 626.016 Powers and duties of department, commission, and 230 office.-

(1) The powers and duties of the Chief Financial Officer
and the department specified in this part apply only with
respect to insurance agents, insurance agencies, managing
general agents, insurance adjusters, umpires, reinsurance
intermediaries, viatical settlement brokers, customer
representatives, service representatives, and agencies.

237 Section 9. Subsection (1) of section 626.022, Florida238 Statutes, is amended to read:

239

626.022 Scope of part.-

(1) This part applies as to insurance agents, service
representatives, adjusters, <u>umpires</u>, and insurance agencies; as
to any and all kinds of insurance; and as to stock insurers,
mutual insurers, reciprocal insurers, and all other types of
insurers, except that:

(a) It does not apply as to reinsurance, except that ss.
626.011-626.022, ss. 626.112-626.181, ss. 626.191-626.211, ss.
626.291-626.301, s. 626.331, ss. 626.342-626.521, ss. 626.541626.591, and ss. 626.601-626.711 shall apply as to reinsurance
intermediaries as defined in s. 626.7492.

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(b) The applicability of this chapter as to fraternal

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251 benefit societies shall be as provided in chapter 632.

(c) It does not apply to a bail bond agent, as defined ins. 648.25, except as provided in chapter 648 or chapter 903.

254 This part does not apply to a certified public (d) 255 accountant licensed under chapter 473 who is acting within the 256 scope of the practice of public accounting, as defined in s. 257 473.302, provided that the activities of the certified public 258 accountant are limited to advising a client of the necessity of obtaining insurance, the amount of insurance needed, or the line 259 of coverage needed, and provided that the certified public 260 261 accountant does not directly or indirectly receive or share in 262 any commission or referral fee.

Section 10. Subsections (6) through (9) of section 626.112, Florida Statutes, are renumbered as subsections (9) through (12), respectively, subsection (1) is amended, and new subsections (6), (7), and (8) are added to that section, to read:

268 626.112 License and appointment required; agents, customer 269 representatives, adjusters, umpires, insurance agencies, service 270 representatives, managing general agents.-

(1) (a) No person may be, act as, or advertise or hold
himself or herself out to be an insurance agent, insurance
adjuster, or customer representative unless he or she is
currently licensed by the department and appointed by an
appropriate appointing entity or person.

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276 Except as provided in subsection (9) $\frac{(6)}{(6)}$ or in (b) 277 applicable department rules, and in addition to other conduct 278 described in this chapter with respect to particular types of 279 agents, a license as an insurance agent, service representative, 280 customer representative, or limited customer representative is 281 required in order to engage in the solicitation of insurance. 282 For purposes of this requirement, as applicable to any of the 283 license types described in this section, the solicitation of 284 insurance is the attempt to persuade any person to purchase an 285 insurance product by: 286 1. Describing the benefits or terms of insurance coverage, 287 including premiums or rates of return; 288 2. Distributing an invitation to contract to prospective 289 purchasers; 290 Making general or specific recommendations as to 3. insurance products; 291 292 4. Completing orders or applications for insurance 293 products; 294 5. Comparing insurance products, advising as to insurance 295 matters, or interpreting policies or coverages; or 296 6. Offering or attempting to negotiate on behalf of 297 another person a viatical settlement contract as defined in s. 626.9911. 298 299 However, an employee leasing company licensed pursuant to 300 Page 12 of 41

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301 chapter 468 which is seeking to enter into a contract with an 302 employer that identifies products and services offered to 303 employees may deliver proposals for the purchase of employee 304 leasing services to prospective clients of the employee leasing 305 company setting forth the terms and conditions of doing 306 business; classify employees as permitted by s. 468.529; collect 307 information from prospective clients and other sources as 308 necessary to perform due diligence on the prospective client and to prepare a proposal for services; provide and receive 309 enrollment forms, plans, and other documents; and discuss or 310 explain in general terms the conditions, limitations, options, 311 312 or exclusions of insurance benefit plans available to the client 313 or employees of the employee leasing company were the client to 314 contract with the employee leasing company. Any advertising 315 materials or other documents describing specific insurance 316 coverages must identify and be from a licensed insurer or its 317 licensed agent or a licensed and appointed agent employed by the 318 employee leasing company. The employee leasing company may not 319 advise or inform the prospective business client or individual 320 employees of specific coverage provisions, exclusions, or 321 limitations of particular plans. As to clients for which the 322 employee leasing company is providing services pursuant to s. 468.525(4), the employee leasing company may engage in 323 activities permitted by ss. 626.7315, 626.7845, and 626.8305, 324 subject to the restrictions specified in those sections. If a 325

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326 prospective client requests more specific information concerning 327 the insurance provided by the employee leasing company, the 328 employee leasing company must refer the prospective business 329 client to the insurer or its licensed agent or to a licensed and 330 appointed agent employed by the employee leasing company. 331 (6) No person shall be, act as, or represent or hold 332 himself or herself out to be a property insurance appraisal 333 umpire unless he or she holds a currently effective property 334 insurance appraisal umpire license and appointment. 335 (7) No person shall be, act as, or represent or hold 336 himself or herself out to be a property insurance appraiser who 337 is eligible to represent an insured on a personal residential or 338 commercial residential property insurance claim unless he or she 339 holds a currently effective adjuster license and appointment or 340 is exempt from licensure under s. 626.860. A licensed adjuster 341 who holds an active appointment with an insurance company may 342 not serve as an appraiser for an insured. 343 No person who is a convicted felon or disqualified (8) 344 under s. 626.207 may act or serve as a property insurance 345 appraisal umpire or property insurance appraiser. 346 Section 11. Subsections (1) and (4) of section 626.171, 347 Florida Statutes, are amended to read: 626.171 Application for license as an agent, customer 348 349 representative, adjuster, umpire, service representative, 350 managing general agent, or reinsurance intermediary.-

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351 (1)The department may not issue a license as agent, 352 customer representative, adjuster, umpire, service 353 representative, managing general agent, or reinsurance 354 intermediary to any person except upon written application filed 355 with the department, meeting the qualifications for the license 356 applied for as determined by the department, and payment in 357 advance of all applicable fees. The application must be made 358 under the oath of the applicant and be signed by the applicant. An applicant may permit a third party to complete, submit, and 359 sign an application on the applicant's behalf, but is 360 361 responsible for ensuring that the information on the application 362 is true and correct and is accountable for any misstatements or 363 misrepresentations. The department shall accept the uniform 364 application for nonresident agent licensing. The department may 365 adopt revised versions of the uniform application by rule.

366 An applicant for a license as an agent, customer (4) 367 representative, adjuster, umpire, service representative, 368 managing general agent, or reinsurance intermediary must submit 369 a set of the individual applicant's fingerprints, or, if the applicant is not an individual, a set of the fingerprints of the 370 371 sole proprietor, majority owner, partners, officers, and 372 directors, to the department and must pay the fingerprint processing fee set forth in s. 624.501. Fingerprints shall be 373 374 used to investigate the applicant's qualifications pursuant to 375 s. 626.201. The fingerprints shall be taken by a law enforcement

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agency, designated examination center, or other department-376 377 approved entity. The department shall require all designated 378 examination centers to have fingerprinting equipment and to take 379 fingerprints from any applicant or prospective applicant who 380 pays the applicable fee. The department may not approve an 381 application for licensure as an agent, customer service 382 representative, adjuster, umpire, service representative, 383 managing general agent, or reinsurance intermediary if 384 fingerprints have not been submitted. 385 Section 12. Subsection (9) of section 626.207, Florida 386 Statutes, is amended to read: 387 626.207 Disgualification of applicants and licensees; 388 penalties against licensees; rulemaking authority.-389 (9) Section 112.011 does not apply to any applicants for 390 licensure under the Florida Insurance Code, including, but not 391 limited to, agents, agencies, adjusters, adjusting firms, 392 umpires, customer representatives, or managing general agents. 393 Section 13. Subsections (1) and (2) of section 626.2815, 394 Florida Statutes, are amended to read: 395 626.2815 Continuing education requirements.-396 The purpose of this section is to establish (1)397 requirements and standards for continuing education courses for 398 individuals licensed to solicit, sell, or adjust insurance or to serve as an umpire in the state. 399 400 (2)Except as otherwise provided in this section, this

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section applies to individuals licensed to transact engage in 401 402 the sale of insurance or adjust adjustment of insurance claims 403 in this state for all lines of insurance for which an 404 examination is required for licensing and to individuals 405 licensed to serve as an umpire each insurer, employer, or 406 appointing entity, including, but not limited to, those created 407 or existing pursuant to s. 627.351. This section does not apply 408 to an individual who holds a license for the sale of any line of insurance for which an examination is not required by the laws 409 of this state or who holds a limited license as a crop or hail 410 411 and multiple-peril crop insurance agent. Licensees who are 412 unable to comply with the continuing education requirements due 413 to active duty in the military may submit a written request for 414 a waiver to the department.

415 Section 14. Subsections (1), (3), (5), and (6) of section 416 626.451, Florida Statutes, are amended to read:

417

626.451 Appointment of agent or other representative.-

418 Each appointing entity or person designated by the (1)419 department to administer the appointment process appointing an 420 agent, adjuster, umpire, service representative, customer 421 representative, or managing general agent in this state shall 422 file the appointment with the department or office and, at the same time, pay the applicable appointment fee and taxes. Every 423 424 appointment shall be subject to the prior issuance of the 425 appropriate agent's, adjuster's, umpire's, service

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426 representative's, customer representative's, or managing general 427 agent's license.

428 (3) By authorizing the effectuation of the appointment of 429 an agent, adjuster, umpire, service representative, customer 430 representative, or managing general agent the appointing entity 431 is thereby certifying to the department that it is willing to be bound by the acts of the agent, adjuster, umpire, service 432 433 representative, customer representative, or managing general 434 agent, within the scope of the licensee's employment or 435 appointment.

(5) Any law enforcement agency or state attorney's office that is aware that an agent, adjuster, <u>umpire</u>, service representative, customer representative, or managing general agent has pleaded guilty or nolo contendere to or has been found guilty of a felony shall notify the department or office of such fact.

(6) Upon the filing of an information or indictment
against an agent, adjuster, <u>umpire</u>, service representative,
customer representative, or managing general agent, the state
attorney shall immediately furnish the department or office a
certified copy of the information or indictment.

447 Section 15. Section 626.461, Florida Statutes, is amended 448 to read:

626.461 Continuation of appointment of agent or otherrepresentative.-Subject to renewal or continuation by the

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451 appointing entity, the appointment of the agent, adjuster, 452 umpire, service representative, customer representative, or 453 managing general agent shall continue in effect until the 454 person's license is revoked or otherwise terminated, unless 455 written notice of earlier termination of the appointment is 456 filed with the department or person designated by the department 457 to administer the appointment process by either the appointing 458 entity or the appointee.

459 Section 16. Subsection (3) of section 626.521, Florida 460 Statutes, is amended to read:

461

626.521 Character, credit reports.-

(3) As to an applicant for an adjuster's, umpire's, or reinsurance intermediary's license who is to be self-employed, the department may secure, at the cost of the applicant, a full detailed credit and character report made by an established and reputable independent reporting service relative to the applicant.

468 Section 17. Subsection (1) of section 626.541, Florida 469 Statutes, is amended to read:

470 626.541 Firm, corporate, and business names; officers;
471 associates; notice of changes.-

472 (1) Any licensed agent, or adjuster, or umpire doing
473 business under a firm or corporate name or under any business
474 name other than his or her own individual name shall, within 30
475 days after initially transacting the initial transaction of

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476 insurance or engaging in insurance activities under such 477 business name, file with the department, on forms adopted and 478 furnished by the department, a written statement of the firm, 479 corporate, or business name being so used, the address of any 480 office or offices or places of business making use of such name, 481 and the name and social security number of each officer and 482 director of the corporation and of each individual associated in 483 such firm or corporation as to the insurance transactions thereof or in the use of such business name. 484

485 Section 18. Subsection (1) of section 626.601, Florida 486 Statutes, is amended to read:

487

626.601 Improper conduct; inquiry; fingerprinting.-

488 The department or office may, upon its own motion or (1)489 upon a written complaint signed by any interested person and 490 filed with the department or office, inquire into any alleged 491 improper conduct of any licensed, approved, or certified 492 licensee, insurance agency, agent, adjuster, umpire, service 493 representative, managing general agent, customer representative, 494 title insurance agent, title insurance agency, mediator, neutral 495 evaluator, navigator, continuing education course provider, instructor, school official, or monitor group under this code. 496 497 The department or office may thereafter initiate an investigation of any such individual or entity if it has 498 reasonable cause to believe that the individual or entity has 499 500 violated any provision of the insurance code. During the course

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501 of its investigation, the department or office shall contact the 502 individual or entity being investigated unless it determines 503 that contacting such individual or entity could jeopardize the 504 successful completion of the investigation or cause injury to 505 the public.

506 Section 19. Subsection (1) of section 626.611, Florida 507 Statutes, is amended to read:

508 626.611 Grounds for compulsory refusal, suspension, or 509 revocation of agent's, title agency's, adjuster's, <u>umpire's,</u> 510 customer representative's, service representative's, or managing 511 general agent's license or appointment.-

512 The department shall deny an application for, suspend, (1)513 revoke, or refuse to renew or continue the license or 514 appointment of any applicant, agent, title agency, adjuster, 515 umpire, customer representative, service representative, or managing general agent, and it shall suspend or revoke the 516 517 eligibility to hold a license or appointment of any such person, 518 if it finds that as to the applicant, licensee, or appointee any 519 one or more of the following applicable grounds exist:

520 (a) Lack of one or more of the qualifications for the521 license or appointment as specified in this code.

(b) Material misstatement, misrepresentation, or fraud in
obtaining the license or appointment or in attempting to obtain
the license or appointment.

525

(c) Failure to pass to the satisfaction of the department

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526 any examination required under this code.

(d) If the license or appointment is willfully used, or to
be used, to circumvent any of the requirements or prohibitions
of this code.

(e) Willful misrepresentation of any insurance policy or
annuity contract or willful deception with regard to any such
policy or contract, done either in person or by any form of
dissemination of information or advertising.

(f) If, as an adjuster, or agent licensed and appointed to adjust claims under this code, he or she has materially misrepresented to an insured or other interested party the terms and coverage of an insurance contract with intent and for the purpose of effecting settlement of claim for loss or damage or benefit under such contract on less favorable terms than those provided in and contemplated by the contract.

541 (g) Demonstrated lack of fitness or trustworthiness to542 engage in the business of insurance.

543 (h) Demonstrated lack of reasonably adequate knowledge and 544 technical competence to engage in the transactions authorized by 545 the license or appointment.

546 (i) Fraudulent or dishonest practices in the conduct of547 business under the license or appointment.

(j) Misappropriation, conversion, or unlawful withholding
of moneys belonging to insurers or insureds or beneficiaries or
to others and received in conduct of business under the license

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551 or appointment.

(k) Unlawfully rebating, attempting to unlawfully rebate,
or unlawfully dividing or offering to divide his or her
commission with another.

(1) Having obtained or attempted to obtain, or having used or using, a license or appointment as agent or customer representative for the purpose of soliciting or handling "controlled business" as defined in s. 626.730 with respect to general lines agents, s. 626.784 with respect to life agents, and s. 626.830 with respect to health agents.

(m) Willful failure to comply with, or willful violation
of, any proper order or rule of the department or willful
violation of any provision of this code.

(n) Having been found guilty of or having pleaded guilty or nolo contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States of America or of any state thereof or under the law of any other country which involves moral turpitude, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.

(o) Fraudulent or dishonest practice in submitting or
aiding or abetting any person in the submission of an
application for workers' compensation coverage under chapter 440
containing false or misleading information as to employee
payroll or classification for the purpose of avoiding or

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reducing the amount of premium due for such coverage. 576 577 Sale of an unregistered security that was required to (p) 578 be registered, pursuant to chapter 517. In transactions related to viatical settlement 579 (q) contracts as defined in s. 626.9911: 580 1. Commission of a fraudulent or dishonest act. 581 582 2. No longer meeting the requirements for initial 583 licensure. Having received a fee, commission, or other valuable 584 3. consideration for his or her services with respect to viatical 585 586 settlements that involved unlicensed viatical settlement 587 providers or persons who offered or attempted to negotiate on 588 behalf of another person a viatical settlement contract as defined in s. 626.9911 and who were not licensed life agents. 589 590 Dealing in bad faith with viators. 4. 591 Section 20. Section 626.621, Florida Statutes, is amended 592 to read: 593 626.621 Grounds for discretionary refusal, suspension, or 594 revocation of agent's, adjuster's, umpire's, customer 595 representative's, service representative's, or managing general 596 agent's license or appointment.-The department may, in its 597 discretion, deny an application for, suspend, revoke, or refuse to renew or continue the license or appointment of any 598 applicant, agent, adjuster, umpire, customer representative, 599 600 service representative, or managing general agent, and it may Page 24 of 41

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601 suspend or revoke the eligibility to hold a license or 602 appointment of any such person, if it finds that as to the 603 applicant, licensee, or appointee any one or more of the 604 following applicable grounds exist under circumstances for which 605 such denial, suspension, revocation, or refusal is not mandatory 606 under s. 626.611:

607 (1) Any cause for which issuance of the license or
608 appointment could have been refused had it then existed and been
609 known to the department.

(2) Violation of any provision of this code or of any
other law applicable to the business of insurance in the course
of dealing under the license or appointment.

(3) Violation of any lawful order or rule of thedepartment, commission, or office.

(4) Failure or refusal, upon demand, to pay over to any
insurer he or she represents or has represented any money coming
into his or her hands belonging to the insurer.

(5) Violation of the provision against twisting, asdefined in s. 626.9541(1)(1).

(6) In the conduct of business under the license or
appointment, engaging in unfair methods of competition or in
unfair or deceptive acts or practices, as prohibited under part
IX of this chapter, or having otherwise shown himself or herself
to be a source of injury or loss to the public.

625

(7) Willful overinsurance of any property or health

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626 insurance risk.

(8) Having been found guilty of or having pleaded guilty
or nolo contendere to a felony or a crime punishable by
imprisonment of 1 year or more under the law of the United
States of America or of any state thereof or under the law of
any other country, without regard to whether a judgment of
conviction has been entered by the court having jurisdiction of
such cases.

634

(9) If a life agent, violation of the code of ethics.

(10) Cheating on an examination required for licensure or
violating test center or examination procedures published
orally, in writing, or electronically at the test site by
authorized representatives of the examination program
administrator. Communication of test center and examination
procedures must be clearly established and documented.

(11) Failure to inform the department in writing within 30 days after pleading guilty or nolo contendere to, or being convicted or found guilty of, any felony or a crime punishable by imprisonment of 1 year or more under the law of the United States or of any state thereof, or under the law of any other country without regard to whether a judgment of conviction has been entered by the court having jurisdiction of the case.

(12) Knowingly aiding, assisting, procuring, advising, or
abetting any person in the violation of or to violate a
provision of the insurance code or any order or rule of the

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651 department, commission, or office.

652 (13) Has been the subject of or has had a license, permit, 653 appointment, registration, or other authority to conduct 654 business subject to any decision, finding, injunction, 655 suspension, prohibition, revocation, denial, judgment, final 656 agency action, or administrative order by any court of competent 657 jurisdiction, administrative law proceeding, state agency, 658 federal agency, national securities, commodities, or option exchange, or national securities, commodities, or option 659 association involving a violation of any federal or state 660 661 securities or commodities law or any rule or regulation adopted 662 thereunder, or a violation of any rule or regulation of any 663 national securities, commodities, or options exchange or 664 national securities, commodities, or options association.

(14) Failure to comply with any civil, criminal, or
administrative action taken by the child support enforcement
program under Title IV-D of the Social Security Act, 42 U.S.C.
ss. 651 et seq., to determine paternity or to establish, modify,
enforce, or collect support.

670 (15) Directly or indirectly accepting any compensation, 671 inducement, or reward from an inspector for the referral of the 672 owner of the inspected property to the inspector or inspection 673 company. This prohibition applies to an inspection intended for 674 submission to an insurer in order to obtain property insurance 675 coverage or establish the applicable property insurance premium.

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678

676 Section 21. Subsection (4) of section 626.641, Florida 677 Statutes, is amended to read:

626.641 Duration of suspension or revocation.-

679 During the period of suspension or revocation of a (4) 680 license or appointment, and until the license is reinstated or, 681 if revoked, a new license issued, the former licensee or 682 appointee may not engage in or attempt or profess to engage in 683 any transaction or business for which a license or appointment 684 is required under this code or directly or indirectly own, 685 control, or be employed in any manner by an agent, agency, 686 adjuster, or adjusting firm, or umpire.

687 Section 22. Subsection (2) of section 626.7845, Florida 688 Statutes, is amended to read:

689 626.7845 Prohibition against unlicensed transaction of690 life insurance.-

691 (2) Except as provided in s. <u>626.112(9)</u> 626.112(6), with
692 respect to any line of authority specified in s. 626.015(10), no
693 individual shall, unless licensed as a life agent:

694 (a) Solicit insurance or annuities or procure695 applications;

(b) In this state, engage or hold himself or herself out
as engaging in the business of analyzing or abstracting
insurance policies or of counseling or advising or giving
opinions to persons relative to insurance or insurance contracts
other than:

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701 1. As a consulting actuary advising an insurer; or 702 As to the counseling and advising of labor unions, 2. 703 associations, trustees, employers, or other business entities, 704 the subsidiaries and affiliates of each, relative to their 705 interests and those of their members or employees under 706 insurance benefit plans; or 707 (C) In this state, from this state, or with a resident of 708 this state, offer or attempt to negotiate on behalf of another person a viatical settlement contract as defined in s. 626.9911. 709 Section 23. Section 626.8305, Florida Statutes, is amended 710 711 to read: 712 626.8305 Prohibition against the unlicensed transaction of 713 health insurance.-Except as provided in s. 626.112(9) 714 626.112(6), with respect to any line of authority specified in 715 s. 626.015(6), no individual shall, unless licensed as a health 716 agent: Solicit insurance or procure applications; or 717 (1)718 In this state, engage or hold himself or herself out (2) 719 as engaging in the business of analyzing or abstracting 720 insurance policies or of counseling or advising or giving 721 opinions to persons relative to insurance contracts other than: 722 (a) As a consulting actuary advising insurers; or As to the counseling and advising of labor unions, 723 (b) 724 associations, trustees, employers, or other business entities, 725 the subsidiaries and affiliates of each, relative to their

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726 interests and those of their members or employees under 727 insurance benefit plans. 728 Section 24. Paragraph (a) of subsection (2) of section 626.8411, Florida Statutes, is amended to read: 729 730 626.8411 Application of Florida Insurance Code provisions 731 to title insurance agents or agencies.-732 (2) The following provisions of part I do not apply to 733 title insurance agents or title insurance agencies: Section 626.112(10) 626.112(7), relating to licensing 734 (a) 735 of insurance agencies. 736 Section 25. Subsection (4) of section 626.8443, Florida 737 Statutes, is amended to read: 738 626.8443 Duration of suspension or revocation.-739 (4) During the period of suspension or after revocation of 740 the license and appointment, the former licensee shall not 741 engage in or attempt to profess to engage in any transaction or 742 business for which a license or appointment is required under 743 this code or directly or indirectly own, control, or be employed 744 in any manner by any insurance agent or agency, or adjuster, or 745 adjusting firm, or umpire. 746 Section 26. Paragraph (d) is added to subsection (11) of 747 section 626.854, Florida Statutes, to read: 626.854 "Public adjuster" defined; prohibitions.-The 748 749 Legislature finds that it is necessary for the protection of the 750 public to regulate public insurance adjusters and to prevent the Page 30 of 41

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751	unauthorized practice of law.
752	(11)
753	(d) If a public adjuster enters into a contract with an
754	insured or a claimant to perform an appraisal, as defined in s.
755	626.9964, the public adjuster may not charge, agree to, or
756	accept from any source compensation, payment, commission, fee,
757	or any other thing of value in excess of the limitations set
758	forth in paragraph (b) for the appraisal services or, if also
759	serving as adjuster on the claim, a combination of adjuster and
760	appraisal services.
761	Section 27. Section 626.8791, Florida Statutes, is created
762	to read:
763	626.8791 Contracts for appraisal services; required
764	noticeA contract between an adjuster and an insured or
765	claimant to perform an appraisal must contain the following
766	language in at least 14-point boldfaced, uppercase type: "THERE
767	IS NO LEGAL REQUIREMENT THAT AN APPRAISER CHARGE A CLIENT A SET
768	FEE OR A PERCENTAGE OF MONEY RECOVERED IN A CASE. YOU, THE
769	CLIENT, HAVE THE RIGHT TO TALK WITH YOUR APPRAISER ABOUT THE
770	PROPOSED FEE AND TO BARGAIN ABOUT THE RATE OR PERCENTAGE AS IN
771	ANY OTHER CONTRACT. IF YOU DO NOT REACH AN AGREEMENT WITH ONE
772	APPRAISER YOU MAY TALK WITH OTHER APPRAISERS."
773	Section 28. Subsection (1) of section 626.9957, Florida
774	Statutes, is amended to read:
775	626.9957 Conduct prohibited; denial, revocation, or
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776 suspension of registration.-

(1) As provided in s. 626.112, only a person licensed as an insurance agent or customer representative may engage in the solicitation of insurance. A person who engages in the solicitation of insurance as described in s. 626.112(1) without such license is subject to the penalties provided under s. 626.112(12) 626.112(9).

783 Section 29. Part XIV of chapter 626, Florida Statutes, 784 consisting of sections 626.9961 through 626.9968, is created to 785 read:

PART XIV

PROPERTY INSURANCE APPRAISAL UMPIRES

788626.9961Short title.—This part may be referred to as the789"Property Insurance Appraisal Umpire Law."

626.9962 Legislative findings.-The Legislature finds it 790 791 necessary to regulate persons that hold themselves out to the 792 public as qualified to provide services as property insurance 793 appraisal umpires in order to protect the public safety and 794 welfare and to avoid economic injury to the residents of this 795 state. This part applies only to property insurance appraisal 796 umpires as defined in this part. 797 626.9963 Part supplements licensing law.-This part is supplementary to part I, the "Licensing Procedures Law." 798

- 799 <u>626.9964</u> Definitions.—As used in this part, the term:
- 800

(1)

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787



"Appraisal" means, for purposes of licensure under

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801	this part only, a process of alternative dispute resolution used
802	in a personal residential or commercial residential property
803	insurance claim.
804	(2) "Competent" means sufficiently qualified and capable
805	of performing an appraisal.
806	(3) "Department" means the Department of Financial
807	Services.
808	(4) "Property insurance appraisal umpire" or "umpire"
809	means a person selected by the appraisers representing the
810	insurer and the insured, or, if the appraisers cannot agree, by
811	the court, and who is charged with resolving issues that the
812	appraisers are unable to agree upon during the course of an
813	appraisal.
814	(5) "Property insurance appraiser" or "appraiser" means
815	the person selected by an insurer or insured to perform an
816	appraisal.
817	626.9965 Qualification for license as a property insurance
818	appraisal umpire
819	(1) The department shall issue a license as an umpire to a
820	person who meets the requirements of subsection (2) and is one
821	of the following:
822	(a) A retired county, circuit, or appellate judge.
823	(b) Licensed as an engineer pursuant to chapter 471 or is
824	a retired professional engineer as defined in s. 471.005.
825	(c) Licensed as a general contractor, building contractor,
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826	or residential contractor pursuant to part I of chapter 489.
827	(d) Licensed or registered as an architect to engage in
828	the practice of architecture pursuant to part I of chapter 481.
829	(e) A member of The Florida Bar.
830	(f) Licensed as an adjuster pursuant to part VI of chapter
831	626, which license includes the property and casualty lines of
832	insurance. An adjuster must have been licensed for at least 5
833	years as an adjuster before he or she may be licensed as an
834	umpire.
835	(2) An applicant may be licensed to practice in this state
836	as an umpire if the applicant:
837	(a) Is a natural person at least 18 years of age;
838	(b) Is a United States citizen or legal alien who
839	possesses work authorization from the United States Bureau of
840	Citizenship and Immigration;
841	(c) Is of good moral character;
842	(d) Has paid the applicable fees specified in s. 624.501;
843	and
844	(e) Has, before the date of the application for licensure,
845	satisfactorily completed education courses approved by the
846	department covering:
847	1. At least 19 hours of insurance claims estimating; and
848	2. At least 5 hours of insurance law, ethics for insurance
849	professionals, disciplinary trends, and case studies.
850	
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851 A retired county, circuit, or appellate judge who is a member in 852 good standing of The Florida Bar is exempt from the continuing 853 education requirements of s. 626.2815 and the education courses 854 required by this subsection. 855 The department may not reject an application solely (3) 856 because the applicant is or is not a member of a given appraisal 857 organization. 858 626.9966 Grounds for refusal, suspension, or revocation of 859 an umpire license or appointment.-The department may deny an 860 application for license or appointment under this part; suspend, 861 revoke, or refuse to renew or continue a license or appointment 862 of an umpire; or suspend or revoke eligibility for licensure or 863 appointment as an umpire if the department finds that one or 864 more of the following applicable grounds exist: 865 Violating a duty imposed upon him or her by law or by (1) 866 the terms of the umpire agreement; aiding, assisting, or 867 conspiring with any other person engaged in any such misconduct 868 and in furtherance thereof; or forming the intent, design, or 869 scheme to engage in such misconduct and committing an overt act 870 in furtherance of such intent, design, or scheme. An umpire 871 commits a violation of this part regardless of whether the 872 victim or intended victim of the misconduct has sustained any 873 damage or loss; the damage or loss has been settled and paid 874 after the discovery of misconduct; or the victim or intended 875 victim is an insurer or customer or a person in a confidential

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2017

876	relationship with the umpire or is an identified member of the
877	general public.
878	(2) Having a registration, license, or certification to
879	practice or conduct any regulated profession, business, or
880	vocation revoked, suspended, or encumbered; or having an
881	application for such registration, licensure, or certification
882	to practice or conduct any regulated profession, business, or
883	vocation denied by this or any other state, any nation, or any
884	possession or district of the United States.
885	(3) Making or filing a report or record, written or oral,
886	which the umpire knows to be false; willfully failing to file a
887	report or record required by state or federal law; willfully
888	impeding or obstructing such filing; or inducing another person
889	to impede or obstruct such filing.
890	(4) Agreeing to serve as an umpire if service is
891	contingent upon the umpire reporting a predetermined amount,
892	analysis, or opinion.
893	(5) Agreeing to serve as an umpire if the fee to be paid
894	(c) ingreening of serve as an amprile rise res se para
0 5 1	for his or her services is contingent upon the opinion,
895	
	for his or her services is contingent upon the opinion,
895	for his or her services is contingent upon the opinion, conclusion, or valuation he or she reaches.
895 896	for his or her services is contingent upon the opinion, conclusion, or valuation he or she reaches. (6) Failure of an umpire, without good cause, to
895 896 897	for his or her services is contingent upon the opinion, conclusion, or valuation he or she reaches. (6) Failure of an umpire, without good cause, to communicate within 10 business days after a request for
895 896 897 898	for his or her services is contingent upon the opinion, conclusion, or valuation he or she reaches. (6) Failure of an umpire, without good cause, to communicate within 10 business days after a request for communication from an appraiser.

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901 626.9967 Ethical standards for property insurance 902 appraisal umpires.-903 FEES AND EXPENSES.-(1) 904 The fees charged by an umpire must be reasonable and (a) 905 consistent with the nature of the case. 906 (b) In determining fees, an umpire: 907 1. Must charge on an hourly basis and may bill only for 908 actual time spent on or allocated for the appraisal. 909 2. May not charge, agree to, or accept as compensation or 910 reimbursement any payment, commission, or fee that is based on a 911 percentage of the value of the claim or that is contingent upon 912 a specified outcome. 913 3. May charge for costs actually incurred, and no other 914 costs. An umpire may not charge for the cost of an expert unless 915 the umpire has disclosed the amount of the expert's fee to the 916 appraiser for the insurer and the appraiser for the insured 917 before incurring the cost for the expert's services. 918 May not charge a fee of more than \$500 if the amount 4. 919 reported by the appraiser for the insurer or by the appraiser 920 for the insured does not exceed \$2,500. (c) An appraiser may assign the duty of paying the 921 922 umpire's fee to, and the umpire is entitled to receive payment 923 directly from, the insurer and the insured only if the insurer 924 and the insured acknowledge and accept that duty and agree in 925 writing to be responsible for payment.

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926 (2) MAINTENANCE OF RECORDS. - An umpire shall maintain 927 records necessary to support charges for services and expenses, 928 and, upon request, shall provide an accounting of all applicable 929 charges to the insurer and insured. An umpire shall retain 930 original or true copies of any contracts engaging his or her 931 services, appraisal reports, and supporting data assembled and 932 formulated by the umpire in preparing appraisal reports for at 933 least 5 years. The umpire shall make the records available to 934 the department for inspection and copying within 7 business days 935 after a request. If an appraisal has been the subject of, or has 936 been admitted as evidence in, a lawsuit, reports and records 937 related to the appraisal must be retained for at least 2 years 938 after the date that the trial ends. 939 (3) ADVERTISING. - An umpire may not engage in marketing 940 practices that contain false or misleading information. An 941 umpire shall ensure that any advertisement of his or her 942 qualifications, services to be rendered, or the appraisal 943 process are accurate and honest. An umpire may not make claims 944 of achieving specific outcomes or promises implying favoritism 945 for the purpose of obtaining business. 946 (4) INTEGRITY AND IMPARTIALITY.-947 (a)1. An umpire may not accept an appraisal unless he or she can serve competently, promptly commence the appraisal, and, 948 thereafter, devote the time and attention to its completion in 949 950 the manner expected by all persons involved in the appraisal.

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951 2. An umpire shall conduct the appraisal process in a 952 manner that advances the fair and efficient resolution of issues 953 that arise. 954 3. An umpire shall deliberate and decide all issues within 955 the scope of the appraisal, but may not render a decision on any 956 other issues. An umpire shall decide all matters justly, 957 exercising independent judgment. An umpire may not delegate his 958 or her duties to any other person. An umpire who considers the 959 opinion of an expert does not violate this paragraph. 960 (b) An umpire may not engage in any business, provide any 961 service, or perform any act that would compromise his or her 962 integrity or impartiality. 963 (5) SKILL AND EXPERIENCE. - An umpire must decline or 964 withdraw from an appraisal or request appropriate assistance 965 when the facts and circumstances of the appraisal prove to be 966 beyond his or her skill or experience. 967 (6) GIFTS AND SOLICITATION. - An umpire or any individual or 968 entity acting on behalf of an umpire may not solicit, accept, 969 give, or offer to give, directly or indirectly, any gift, favor, 970 loan, or other item of value in excess of \$25 to any individual who participates in the appraisal, for the purpose of 971 solicitation or otherwise attempting to procure future work from 972 973 any person who participates in the appraisal, or as an 974 inducement to enter into an appraisal with an umpire. This 975 subsection does not prevent an umpire from accepting other

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976	appraisals where the appraisers agree upon the umpire or the
977	court appoints the umpire.
978	(7) EX PARTE COMMUNICATIONIn any property insurance
979	appraisal, ex parte communication between an umpire and an
980	appraiser is prohibited. However, an appraiser may communicate
981	with another appraiser if an umpire is not present or does not
982	receive the ex parte communication.
983	626.9968 Conflicts of interest.—An insurer or a
984	policyholder may challenge an umpire's impartiality and
985	disqualify the proposed umpire only if:
986	(1) A familial relationship within the third degree exists
987	between the umpire and a party or a representative of a party;
988	(2) The umpire has previously represented a party in a
989	professional capacity in the same claim or matter involving the
990	same property;
991	(3) The umpire has represented another person in a
992	professional capacity in the same matter or a substantially
993	related matter that includes the claim, the same property or an
994	adjacent property, and the other person's interests are
995	materially adverse to the interests of a party;
996	(4) The umpire has worked as an employer or employee of a
997	party within the preceding 5 years; or
998	(5) The umpire has violated s. 626.9966.
999	Section 30. Section 627.70151, Florida Statutes, is
1000	repealed.

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1001 Section 31. For the 2017-2018 fiscal year, the sums of 1002 \$24,000 in recurring funds from the Insurance Regulatory Trust 1003 Fund and \$73,107 in recurring funds and \$39,230 in nonrecurring 1004 funds from the Administrative Trust Fund are appropriated to the 1005 Department of Financial Services, and one full-time equivalent 1006 position with associated salary rate of 47,291 is authorized, 1007 for the purpose of implementing this act. Section 32. This act applies to all appraisals requested 1008 1009 on or after October 1, 2017. 1010 Section 33. This act shall take effect October 1, 2017.

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