## By Senator Artiles

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A bill to be entitled An act relating to property insurance appraisers and property insurance appraisal umpires; amending s. 624.04, F.S.; revising the definition of the term "person"; amending s. 624.303, F.S.; exempting certificates issued to property insurance appraisal umpires from the requirement to bear a seal of the Department of Financial Services; amending s. 624.311, F.S.; providing a schedule for destruction of property insurance appraisal umpire licensing files and records; amending s. 624.317, F.S.; authorizing the department to investigate property insurance appraisal umpires for violations of the insurance code; amending s. 624.501, F.S.; authorizing specified fees for property insurance appraisal umpires; amending s. 624.523, F.S.; requiring fees associated with property insurance appraisal umpires' appointments to be deposited into the Insurance Regulatory Trust Fund; amending s. 626.015, F.S.; providing a definition; amending s. 626.016, F.S.; revising the scope of the Chief Financial Officer's powers and duties and the department's enforcement jurisdiction to include umpires; amending s. 626.022, F.S.; including property insurance appraisal umpire licensing in the scope of part I of ch. 626, F.S., relating to licensing procedures; amending s. 626.112, F.S.; requiring umpires to be licensed and appointed; requiring licensure as an adjuster when serving as an appraiser under certain conditions; prohibiting certain disqualified persons from acting or serving as an umpire or appraiser; amending s. 626.171, F.S.;

requiring a specified application and payment of fees

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for an umpire license; requiring applicants for licensure as an umpire to submit fingerprints to the department; amending s. 626.207, F.S.; providing that s. 112.011, F.S., relating to disqualification from licensure or public employment does not apply to applicants for licensure as umpires; amending s. 626.2815, F.S.; requiring specified continuing education for licensure as an umpire; revising applicability; amending s. 626.451, F.S.; providing requirements relating to the appointment of an umpire; amending s. 626.461, F.S.; providing that an umpire appointment continues in effect, subject to certain conditions, until the person's license is revoked or otherwise terminated; amending s. 626.521, F.S.; authorizing the department to obtain a credit and character report for certain umpire applicants; amending s. 626.541, F.S.; requiring an umpire to provide certain information to the department when doing business under a different business name or when information in the licensure application changes; amending s. 626.601, F.S.; authorizing the department to investigate improper conduct of any licensed umpire; amending s. 626.611, F.S.; requiring the department to refuse, suspend, or revoke an umpire's license under certain circumstances; amending s. 626.621, F.S.; authorizing the department to refuse, suspend, or revoke an umpire's license under certain circumstances; amending s. 626.641, F.S.; prohibiting an umpire from certain transactions, business,

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ownership, control, or employment during the period the umpire's license is suspended or revoked; amending ss. 626.7845, 626.8305, and 626.8411, F.S.; conforming cross-references; amending s. 626.8443, F.S.; prohibiting a title insurance agent from certain transactions, business, ownership, control, or employment during the period the agent's license is suspended or revoked; amending s. 626.854, F.S.; providing limitations on fees charged by a public adjuster during an appraisal; creating s. 626.8791, F.S.; establishing required notice in a contract for appraisal services; amending s. 626.9957, F.S.; conforming a cross-reference; creating part XIV of ch. 626, F.S., relating to property insurance appraisal umpires; creating s. 626.9961, F.S.; providing a short title; creating s. 626.9962, F.S.; providing legislative findings; creating s. 626.9963, F.S.; providing that part XIV supplements part I of ch. 626, F.S., the "Licensing Procedures Law"; creating s. 626.9964, F.S.; providing definitions; creating s. 626.9965, F.S.; providing qualifications for license as an umpire; prohibiting the department from rejecting an application solely on specified grounds; creating s. 626.9966, F.S.; authorizing the department to refuse, suspend, or revoke an umpire's license under certain circumstances; creating s. 626.9967, F.S.; providing ethical standards for property insurance appraisal umpires; creating s. 626.9968, F.S.; providing for disqualification of an umpire

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under certain circumstances; repealing s. 627.70151, F.S., relating to appraisal conflicts of interest; providing an appropriation and authorizing positions; providing applicability; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Section 624.04, Florida Statutes, is amended to read:

624.04 "Person" defined.—"Person" includes an individual, insurer, company, association, organization, Lloyds, society, reciprocal insurer or interinsurance exchange, partnership, syndicate, business trust, corporation, agent, general agent, broker, service representative, adjuster, property insurance appraisal umpire, and every legal entity.

Section 2. Subsection (2) of section 624.303, Florida Statutes, is amended to read:

624.303 Seal; certified copies as evidence.-

(2) All certificates executed by the department or office, other than licenses of agents, property insurance appraisal umpires, or adjusters, or similar licenses or permits, shall bear its respective seal.

Section 3. Paragraphs (b) and (c) of subsection (4) of section 624.311, Florida Statutes, are amended to read:

624.311 Records; reproductions; destruction.

(4) To facilitate the efficient use of floor space and filing equipment in its offices, the department, commission, and office may each destroy the following records and documents pursuant to chapter 257:

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(b) Agent, adjuster, property insurance appraisal umpire, and similar license files, including license files of the Division of State Fire Marshal, over 2 years old; except that the department or office shall preserve by reproduction or otherwise a copy of the original records upon the basis of which each such licensee qualified for her or his initial license, except a competency examination, and of any disciplinary proceeding affecting the licensee;

(c) All agent, adjuster, <u>property insurance appraisal</u> <u>umpire</u>, and similar license files and records, including original license qualification records and records of disciplinary proceedings 5 years after a licensee has ceased to be qualified for a license;

Section 4. Subsection (1) of section 624.317, Florida Statutes, is amended to read:

- 624.317 Investigation of agents, adjusters, property insurance appraisal umpires, administrators, service companies, and others.—If it has reason to believe that any person has violated or is violating any provision of this code, or upon the written complaint signed by any interested person indicating that any such violation may exist:
- (1) The department shall conduct such investigation as it deems necessary of the accounts, records, documents, and transactions pertaining to or affecting the insurance affairs of any general agent, surplus lines agent, adjuster, property insurance appraisal umpire, managing general agent, insurance agent, insurance agency, customer representative, service representative, or other person subject to its jurisdiction, subject to the requirements of s. 626.601.

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Section 5. Paragraph (c) of subsection (19) and subsection (28) of section 624.501, Florida Statutes, are amended, and a new subsection (29) is added to that section, to read:

- 624.501 Filing, license, appointment, and miscellaneous fees.—The department, commission, or office, as appropriate, shall collect in advance, and persons so served shall pay to it in advance, fees, licenses, and miscellaneous charges as follows:
  - (19) Miscellaneous services:
- (c) For preparing lists of agents, adjusters, <u>property</u> insurance appraisal umpires, and other insurance representatives, and for other miscellaneous services, such reasonable charge as may be fixed by the office or department.
- (28) Late filing of appointment renewals for agents, adjusters, property insurance appraisal umpires, and other insurance representatives, each appointment \$20.00
  - (29) Property insurance appraisal umpires:
- (a) Property insurance appraisal umpire's appointment and biennial renewal or continuation thereof, each appointment .....\$60.00
- (b) Fee to cover actual cost of a credit report when such report must be secured by the department.

Section 6. Paragraph (e) of subsection (1) of section 624.523, Florida Statutes, is amended to read:

- 624.523 Insurance Regulatory Trust Fund.-
- (1) There is created in the State Treasury a trust fund designated "Insurance Regulatory Trust Fund" to which shall be credited all payments received on account of the following items:

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(e) All payments received on account of items provided for under respective provisions of s. 624.501, as follows:

- 1. Subsection (1) (certificate of authority of insurer).
- 2. Subsection (2) (charter documents of insurer).
- 3. Subsection (3) (annual license tax of insurer).
- 4. Subsection (4) (annual statement of insurer).
- 5. Subsection (5) (application fee for insurance representatives).
- 6. The "appointment fee" portion of any appointment provided for under paragraphs (6)(a) and (b) (insurance representatives, property, marine, casualty and surety insurance, and agents).
  - 7. Paragraph (6)(c) (nonresident agents).
  - 8. Paragraph (6) (d) (service representatives).
- 9. The "appointment fee" portion of any appointment provided for under paragraph (7)(a) (life insurance agents, original appointment, and renewal or continuation of appointment).
  - 10. Paragraph (7) (b) (nonresident agent license).
- 11. The "appointment fee" portion of any appointment provided for under paragraph (8)(a) (health insurance agents, agent's appointment, and renewal or continuation fee).
  - 12. Paragraph (8) (b) (nonresident agent appointment).
- 13. The "appointment fee" portion of any appointment provided for under subsections (9) and (10) (limited licenses and fraternal benefit society agents).
  - 14. Subsection (11) (surplus lines agent).
  - 15. Subsection (12) (adjusters' appointment).
    - 16. Subsection (13) (examination fee).

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207 17. Subsection (14) (temporary license and appointment as agent or adjuster).

- 18. Subsection (15) (reissuance, reinstatement, etc.).
- 19. Subsection (16) (additional license continuation fees).
- 211 20. Subsection (17) (filing application for permit to form insurer).
  - 21. Subsection (18) (license fee of rating organization).
  - 22. Subsection (19) (miscellaneous services).
- 215 23. Subsection (20) (insurance agencies).
  - 24. Subsection (29) (property insurance appraisal umpire's appointment).

Section 7. Subsections (16) through (19) of section 626.015, Florida Statutes, are renumbered as subsections (17) through (20), respectively, and a new subsection (16) is added to that section, to read:

- 626.015 Definitions.—As used in this part:
- (16) "Property insurance appraisal umpire" or "umpire" means a property insurance appraisal umpire as defined in s. 626.9964.

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

- 626.016 Powers and duties of department, commission, and 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, insurance intermediaries, viatical settlement brokers, customer representatives, service representatives, and agencies.

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

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. 626.541-626.591, and ss. 626.601-626.711 shall apply as to reinsurance intermediaries as defined in s. 626.7492.
- (b) The applicability of this chapter as to fraternal benefit societies shall be as provided in chapter 632.
- (c) It does not apply to a bail bond agent, as defined in s. 648.25, except as provided in chapter 648 or chapter 903.
- (d) This part does not apply to a certified public accountant licensed under chapter 473 who is acting within the scope of the practice of public accounting, as defined in s. 473.302, provided that the activities of the certified public accountant are limited to advising a client of the necessity of obtaining insurance, the amount of insurance needed, or the line of coverage needed, and provided that the certified public accountant does not directly or indirectly receive or share in 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

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subsections (6), (7), and (8) are added to that section, to read:

626.112 License and appointment required; agents, customer representatives, adjusters, umpires, insurance agencies, service 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.
- (b) Except as provided in subsection (9) (6) or in applicable department rules, and in addition to other conduct described in this chapter with respect to particular types of agents, a license as an insurance agent, service representative, customer representative, or limited customer representative is required in order to engage in the solicitation of insurance. For purposes of this requirement, as applicable to any of the license types described in this section, the solicitation of insurance is the attempt to persuade any person to purchase an insurance product by:
- 1. Describing the benefits or terms of insurance coverage, including premiums or rates of return;
- 2. Distributing an invitation to contract to prospective purchasers;
- 3. Making general or specific recommendations as to insurance products;
- 4. Completing orders or applications for insurance products;
  - 5. Comparing insurance products, advising as to insurance

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matters, or interpreting policies or coverages; or

6. Offering or attempting to negotiate on behalf of another person a viatical settlement contract as defined in s. 626.9911.

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However, an employee leasing company licensed pursuant to chapter 468 which is seeking to enter into a contract with an employer that identifies products and services offered to employees may deliver proposals for the purchase of employee leasing services to prospective clients of the employee leasing company setting forth the terms and conditions of doing business; classify employees as permitted by s. 468.529; collect information from prospective clients and other sources as necessary to perform due diligence on the prospective client and to prepare a proposal for services; provide and receive enrollment forms, plans, and other documents; and discuss or explain in general terms the conditions, limitations, options, or exclusions of insurance benefit plans available to the client or employees of the employee leasing company were the client to contract with the employee leasing company. Any advertising materials or other documents describing specific insurance coverages must identify and be from a licensed insurer or its licensed agent or a licensed and appointed agent employed by the employee leasing company. The employee leasing company may not advise or inform the prospective business client or individual employees of specific coverage provisions, exclusions, or limitations of particular plans. As to clients for which the employee leasing company is providing services pursuant to s. 468.525(4), the employee leasing company may engage in activities permitted by ss. 626.7315, 626.7845, and 626.8305,

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subject to the restrictions specified in those sections. If a prospective client requests more specific information concerning the insurance provided by the employee leasing company, the employee leasing company must refer the prospective business client to the insurer or its licensed agent or to a licensed and appointed agent employed by the employee leasing company.

- (6) No person shall be, act as, or represent or hold himself or herself out to be a property insurance appraisal umpire unless he or she holds a currently effective property insurance appraisal umpire license and appointment.
- (7) No person shall be, act as, or represent or hold himself or herself out to be a property insurance appraiser who is eligible to represent an insured on a personal residential or commercial residential property insurance claim unless he or she holds a currently effective adjuster license and appointment or is exempt from licensure under s. 626.860. A licensed adjuster who holds an active appointment with an insurance company may not serve as an appraiser for an insured.
- (8) No person who is a convicted felon or disqualified under s. 626.207 may act or serve as a property insurance appraisal umpire or property insurance appraiser.
- Section 11. Subsections (1) and (4) of section 626.171, Florida Statutes, are amended to read:
- 626.171 Application for license as an agent, customer representative, adjuster, <u>umpire</u>, service representative, managing general agent, or reinsurance intermediary.—
- (1) The department may not issue a license as agent, customer representative, adjuster, <u>umpire</u>, service representative, managing general agent, or reinsurance

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intermediary to any person except upon written application filed with the department, meeting the qualifications for the license applied for as determined by the department, and payment in advance of all applicable fees. The application must be made under the oath of the applicant and be signed by the applicant. An applicant may permit a third party to complete, submit, and sign an application on the applicant's behalf, but is responsible for ensuring that the information on the application is true and correct and is accountable for any misstatements or misrepresentations. The department shall accept the uniform application for nonresident agent licensing. The department may adopt revised versions of the uniform application by rule.

(4) An applicant for a license as an agent, customer representative, adjuster, umpire, service representative, managing general agent, or reinsurance intermediary must submit a set of the individual applicant's fingerprints, or, if the applicant is not an individual, a set of the fingerprints of the sole proprietor, majority owner, partners, officers, and directors, to the department and must pay the fingerprint processing fee set forth in s. 624.501. Fingerprints shall be used to investigate the applicant's qualifications pursuant to s. 626.201. The fingerprints shall be taken by a law enforcement agency, designated examination center, or other departmentapproved entity. The department shall require all designated examination centers to have fingerprinting equipment and to take fingerprints from any applicant or prospective applicant who pays the applicable fee. The department may not approve an application for licensure as an agent, customer service representative, adjuster, umpire, service representative,

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managing general agent, or reinsurance intermediary if fingerprints have not been submitted.

Section 12. Subsection (9) of section 626.207, Florida Statutes, is amended to read:

626.207 Disqualification of applicants and licensees; penalties against licensees; rulemaking authority.—

(9) Section 112.011 does not apply to any applicants for licensure under the Florida Insurance Code, including, but not limited to, agents, agencies, adjusters, adjusting firms, umpires, customer representatives, or managing general agents.

Section 13. Subsections (1) and (2) of section 626.2815, Florida Statutes, are amended to read:

626.2815 Continuing education requirements.-

- (1) The purpose of this section is to establish requirements and standards for continuing education courses for individuals licensed to solicit, sell, or adjust insurance or to serve as an umpire in the state.
- (2) Except as otherwise provided in this section, this section applies to individuals licensed to transact engage in the sale of insurance or adjust adjustment of insurance claims in this state for all lines of insurance for which an examination is required for licensing and to individuals licensed to serve as an umpire each insurer, employer, or appointing entity, including, but not limited to, those created or existing pursuant to s. 627.351. This section does not apply 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 of this state or who holds a limited license as a crop or hail and multiple-peril crop insurance agent. Licensees who are

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unable to comply with the continuing education requirements due to active duty in the military may submit a written request for a waiver to the department.

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

626.451 Appointment of agent or other representative.-

- (1) Each appointing entity or person designated by the department to administer the appointment process appointing an agent, adjuster, <u>umpire</u>, service representative, customer representative, or managing general agent in this state shall file the appointment with the department or office and, at the same time, pay the applicable appointment fee and taxes. Every appointment shall be subject to the prior issuance of the appropriate agent's, adjuster's, <u>umpire's</u>, service representative's, customer representative's, or managing general agent's license.
- (3) By authorizing the effectuation of the appointment of an agent, adjuster, <u>umpire</u>, service representative, customer representative, or managing general agent the appointing entity is thereby certifying to the department that it is willing to be bound by the acts of the agent, adjuster, <u>umpire</u>, service representative, customer representative, or managing general agent, within the scope of the licensee's employment or 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

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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.

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

626.461 Continuation of appointment of agent or other representative.—Subject to renewal or continuation by the appointing entity, the appointment of the agent, adjuster, <a href="mailto:umpire">umpire</a>, service representative, customer representative, or managing general agent shall continue in effect until the person's license is revoked or otherwise terminated, unless written notice of earlier termination of the appointment is filed with the department or person designated by the department to administer the appointment process by either the appointing entity or the appointee.

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

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.

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

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626.541 Firm, corporate, and business names; officers; associates; notice of changes.—

(1) Any licensed agent, or adjuster, or umpire doing business under a firm or corporate name or under any business name other than his or her own individual name shall, within 30 days after initially transacting the initial transaction of insurance or engaging in insurance activities under such business name, file with the department, on forms adopted and furnished by the department, a written statement of the firm, corporate, or business name being so used, the address of any office or offices or places of business making use of such name, and the name and social security number of each officer and director of the corporation and of each individual associated in such firm or corporation as to the insurance transactions thereof or in the use of such business name.

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

626.601 Improper conduct; inquiry; fingerprinting.-

(1) The department or office may, upon its own motion or upon a written complaint signed by any interested person and filed with the department or office, inquire into any alleged improper conduct of any licensed, approved, or certified licensee, insurance agency, agent, adjuster, <u>umpire</u>, service representative, managing general agent, customer representative, title insurance agent, title insurance agency, mediator, neutral evaluator, navigator, continuing education course provider, instructor, school official, or monitor group under this code. The department or office may thereafter initiate an investigation of any such individual or entity if it has

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reasonable cause to believe that the individual or entity has violated any provision of the insurance code. During the course of its investigation, the department or office shall contact the individual or entity being investigated unless it determines that contacting such individual or entity could jeopardize the successful completion of the investigation or cause injury to the public.

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

626.611 Grounds for compulsory refusal, suspension, or revocation of agent's, title agency's, adjuster's, <a href="umpire's">umpire's</a>, customer representative's, service representative's, or managing general agent's license or appointment.—

- (1) The department shall deny an application for, suspend, revoke, or refuse to renew or continue the license or appointment of any applicant, agent, title agency, adjuster, umpire, customer representative, service representative, or managing general agent, and it shall suspend or revoke the eligibility to hold a license or appointment of any such person, if it finds that as to the applicant, licensee, or appointee any one or more of the following applicable grounds exist:
- (a) Lack of one or more of the qualifications for the 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.
- (c) Failure to pass to the satisfaction of the department any examination required under this code.
  - (d) If the license or appointment is willfully used, or to

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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.
- (g) Demonstrated lack of fitness or trustworthiness to engage in the business of insurance.
- (h) Demonstrated lack of reasonably adequate knowledge and technical competence to engage in the transactions authorized by the license or appointment.
- (i) Fraudulent or dishonest practices in the conduct of 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 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

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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 reducing the amount of premium due for such coverage.
- (p) Sale of an unregistered security that was required to be registered, pursuant to chapter 517.
- (q) In transactions related to viatical settlement contracts as defined in s. 626.9911:
  - 1. Commission of a fraudulent or dishonest act.
- 2. No longer meeting the requirements for initial licensure.
- 3. Having received a fee, commission, or other valuable consideration for his or her services with respect to viatical

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settlements that involved unlicensed viatical settlement providers or persons who offered or attempted to negotiate on behalf of another person a viatical settlement contract as defined in s. 626.9911 and who were not licensed life agents.

- 4. Dealing in bad faith with viators.
- Section 20. Section 626.621, Florida Statutes, is amended to read:
- 626.621 Grounds for discretionary refusal, suspension, or revocation of agent's, adjuster's, <u>umpire's</u>, customer representative's, service representative's, or managing general agent's license or appointment.—The department may, in its discretion, deny an application for, suspend, revoke, or refuse to renew or continue the license or appointment of any applicant, agent, adjuster, <u>umpire</u>, customer representative, service representative, or managing general agent, and it may suspend or revoke the eligibility to hold a license or appointment of any such person, if it finds that as to the applicant, licensee, or appointee any one or more of the following applicable grounds exist under circumstances for which such denial, suspension, revocation, or refusal is not mandatory under s. 626.611:
- (1) Any cause for which issuance of the license or appointment could have been refused had it then existed and been 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 the department, commission, or office.

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(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, as defined 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.
- (7) Willful overinsurance of any property or health 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.
  - (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

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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 department, commission, or office.
- (13) Has been the subject of or has had a license, permit, appointment, registration, or other authority to conduct business subject to any decision, finding, injunction, suspension, prohibition, revocation, denial, judgment, final agency action, or administrative order by any court of competent jurisdiction, administrative law proceeding, state agency, federal agency, national securities, commodities, or option exchange, or national securities, commodities, or option association involving a violation of any federal or state securities or commodities law or any rule or regulation adopted thereunder, or a violation of any rule or regulation of any national securities, commodities, or options exchange or 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.
- (15) Directly or indirectly accepting any compensation, inducement, or reward from an inspector for the referral of the owner of the inspected property to the inspector or inspection

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company. This prohibition applies to an inspection intended for submission to an insurer in order to obtain property insurance coverage or establish the applicable property insurance premium.

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

626.641 Duration of suspension or revocation.-

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

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

626.7845 Prohibition against unlicensed transaction of life insurance.—

- (2) Except as provided in s.  $\underline{626.112(9)}$   $\underline{626.112(6)}$ , with respect to any line of authority specified in s. 626.015(10), no individual shall, unless licensed as a life agent:
  - (a) Solicit insurance or annuities or procure 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:
  - 1. As a consulting actuary advising an insurer; or
- 2. As to the counseling and advising of labor unions, associations, trustees, employers, or other business entities,

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the subsidiaries and affiliates of each, relative to their interests and those of their members or employees under insurance benefit plans; or

(c) In this state, from this state, or with a resident of this state, offer or attempt to negotiate on behalf of another person a viatical settlement contract as defined in s. 626.9911.

Section 23. Section 626.8305, Florida Statutes, is amended to read:

626.8305 Prohibition against the unlicensed transaction of health insurance.—Except as provided in s.  $\underline{626.112(9)}$   $\underline{626.112(6)}$ , with respect to any line of authority specified in s. 626.015(6), no individual shall, unless licensed as a health agent:

- (1) Solicit insurance or procure applications; or
- (2) 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 contracts other than:
  - (a) As a consulting actuary advising insurers; or
- (b) As to the counseling and advising of labor unions, associations, trustees, employers, or other business entities, the subsidiaries and affiliates of each, relative to their interests and those of their members or employees under insurance benefit plans.

Section 24. Paragraph (a) of subsection (2) of section 626.8411, Florida Statutes, is amended to read:

626.8411 Application of Florida Insurance Code provisions to title insurance agents or agencies.—

(2) The following provisions of part I do not apply to

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title insurance agents or title insurance agencies:

(a) Section  $\underline{626.112(10)}$   $\underline{626.112(7)}$ , relating to licensing of insurance agencies.

Section 25. Subsection (4) of section 626.8443, Florida Statutes, is amended to read:

626.8443 Duration of suspension or revocation.-

(4) During the period of suspension or after revocation of the license and appointment, the former licensee shall not engage in or attempt to profess to engage in any transaction or business for which a license or appointment is required under this code or directly or indirectly own, control, or be employed in any manner by any insurance agent or agency, or adjuster, or adjusting firm, or umpire.

Section 26. Paragraph (d) is added to subsection (11) of section 626.854, Florida Statutes, to read:

626.854 "Public adjuster" defined; prohibitions.—The Legislature finds that it is necessary for the protection of the public to regulate public insurance adjusters and to prevent the unauthorized practice of law.

(11)

(d) If a public adjuster enters into a contract with an insured or a claimant to perform an appraisal, as defined in s. 626.9964, the public adjuster may not charge, agree to, or accept from any source compensation, payment, commission, fee, or any other thing of value in excess of the limitations set forth in paragraph (b) for the appraisal services or, if also serving as adjuster on the claim, a combination of adjuster and appraisal services.

Section 27. Section 626.8791, Florida Statutes, is created

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to read:

626.8791 Contracts for appraisal services; required notice.—A contract between an adjuster and an insured or claimant to perform an appraisal must contain the following language in at least 14-point boldfaced, uppercase type: "THERE IS NO LEGAL REQUIREMENT THAT AN APPRAISER CHARGE A CLIENT A SET FEE OR A PERCENTAGE OF MONEY RECOVERED IN A CASE. YOU, THE CLIENT, HAVE THE RIGHT TO TALK WITH YOUR APPRAISER ABOUT THE PROPOSED FEE AND TO BARGAIN ABOUT THE RATE OR PERCENTAGE AS IN ANY OTHER CONTRACT. IF YOU DO NOT REACH AN AGREEMENT WITH ONE APPRAISER YOU MAY TALK WITH OTHER APPRAISERS."

Section 28. Subsection (1) of section 626.9957, Florida Statutes, is amended to read:

626.9957 Conduct prohibited; denial, revocation, or 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).

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

## PART XIV

## PROPERTY INSURANCE APPRAISAL UMPIRES

626.9961 Short title.—This part may be referred to as the "Property Insurance Appraisal Umpire Law."

626.9962 Legislative findings.—The Legislature finds it

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necessary to regulate persons that hold themselves out to the public as qualified to provide services as property insurance appraisal umpires in order to protect the public safety and welfare and to avoid economic injury to the residents of this state. This part applies only to property insurance appraisal umpires as defined in this part.

- 626.9963 Part supplements licensing law.—This part is supplementary to part I, the "Licensing Procedures Law."
  - 626.9964 Definitions.—As used in this part, the term:
- (1) "Appraisal" means, for purposes of licensure under this part only, a process of alternative dispute resolution used in a personal residential or commercial residential property insurance claim.
- (2) "Competent" means sufficiently qualified and capable of performing an appraisal.
- (3) "Department" means the Department of Financial Services.
- (4) "Property insurance appraisal umpire" or "umpire" means a person selected by the appraisers representing the insurer and the insured, or, if the appraisers cannot agree, by the court, and who is charged with resolving issues that the appraisers are unable to agree upon during the course of an appraisal.
- (5) "Property insurance appraiser" or "appraiser" means the person selected by an insurer or insured to perform an appraisal.
- 626.9965 Qualification for license as a property insurance appraisal umpire.—
- (1) The department shall issue a license as an umpire to a person who meets the requirements of subsection (2) and is one

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professionals, disciplinary trends, and case studies.

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A retired county, circuit, or appellate judge who is a member in good standing of The Florida Bar is exempt from the continuing education requirements of s. 626.2815 and the education courses required by this subsection.

- (3) The department may not reject an application solely because the applicant is or is not a member of a given appraisal organization.
- 626.9966 Grounds for refusal, suspension, or revocation of an umpire license or appointment.—The department may deny an application for license or appointment under this part; suspend, revoke, or refuse to renew or continue a license or appointment of an umpire; or suspend or revoke eligibility for licensure or appointment as an umpire if the department finds that one or more of the following applicable grounds exist:
- (1) Violating a duty imposed upon him or her by law or by the terms of the umpire agreement; aiding, assisting, or conspiring with any other person engaged in any such misconduct and in furtherance thereof; or forming the intent, design, or scheme to engage in such misconduct and committing an overt act in furtherance of such intent, design, or scheme. An umpire commits a violation of this part regardless of whether the victim or intended victim of the misconduct has sustained any damage or loss; the damage or loss has been settled and paid after the discovery of misconduct; or the victim or intended victim is an insurer or customer or a person in a confidential relationship with the umpire or is an identified member of the general public.
  - (2) Having a registration, license, or certification to

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practice or conduct any regulated profession, business, or vocation revoked, suspended, or encumbered; or having an application for such registration, licensure, or certification to practice or conduct any regulated profession, business, or vocation denied by this or any other state, any nation, or any possession or district of the United States.

- (3) Making or filing a report or record, written or oral, which the umpire knows to be false; willfully failing to file a report or record required by state or federal law; willfully impeding or obstructing such filing; or inducing another person to impede or obstruct such filing.
- (4) Agreeing to serve as an umpire if service is contingent upon the umpire reporting a predetermined amount, analysis, or opinion.
- (5) Agreeing to serve as an umpire if the fee to be paid 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.
- (7) Violation of any ethical standard for umpires specified in s. 626.9967.
- 626.9967 Ethical standards for property insurance appraisal umpires.—
  - (1) FEES AND EXPENSES.—
- (a) The fees charged by an umpire must be reasonable and consistent with the nature of the case.
  - (b) In determining fees, an umpire:
  - 1. Must charge on an hourly basis and may bill only for

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actual time spent on or allocated for the appraisal.

2. May not charge, agree to, or accept as compensation or reimbursement any payment, commission, or fee that is based on a percentage of the value of the claim or that is contingent upon a specified outcome.

- 3. May charge for costs actually incurred, and no other costs. An umpire may not charge for the cost of an expert unless the umpire has disclosed the amount of the expert's fee to the appraiser for the insurer and the appraiser for the insured before incurring the cost for the expert's services.
- 4. May not charge a fee of more than \$500 if the amount reported by the appraiser for the insurer or by the appraiser for the insured does not exceed \$2,500.
- (c) An appraiser may assign the duty of paying the umpire's fee to, and the umpire is entitled to receive payment directly from, the insurer and the insured only if the insurer and the insured acknowledge and accept that duty and agree in writing to be responsible for payment.
- (2) MAINTENANCE OF RECORDS.—An umpire shall maintain records necessary to support charges for services and expenses, and, upon request, shall provide an accounting of all applicable charges to the insurer and insured. An umpire shall retain original or true copies of any contracts engaging his or her services, appraisal reports, and supporting data assembled and formulated by the umpire in preparing appraisal reports for at least 5 years. The umpire shall make the records available to the department for inspection and copying within 7 business days after a request. If an appraisal has been the subject of, or has been admitted as evidence in, a lawsuit, reports and records

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related to the appraisal must be retained for at least 2 years after the date that the trial ends.

- (3) ADVERTISING.—An umpire may not engage in marketing practices that contain false or misleading information. An umpire shall ensure that any advertisement of his or her qualifications, services to be rendered, or the appraisal process are accurate and honest. An umpire may not make claims of achieving specific outcomes or promises implying favoritism for the purpose of obtaining business.
  - (4) INTEGRITY AND IMPARTIALITY.-
- (a) 1. An umpire may not accept an appraisal unless he or she can serve competently, promptly commence the appraisal, and, thereafter, devote the time and attention to its completion in the manner expected by all persons involved in the appraisal.
- $\underline{\text{2. An umpire shall conduct the appraisal process in a}}$   $\underline{\text{manner that advances the fair and efficient resolution of issues}}$  that arise.
- 3. An umpire shall deliberate and decide all issues within the scope of the appraisal, but may not render a decision on any other issues. An umpire shall decide all matters justly, exercising independent judgment. An umpire may not delegate his or her duties to any other person. An umpire who considers the opinion of an expert does not violate this paragraph.
- (b) An umpire may not engage in any business, provide any service, or perform any act that would compromise his or her integrity or impartiality.
- (5) SKILL AND EXPERIENCE.—An umpire must decline or withdraw from an appraisal or request appropriate assistance when the facts and circumstances of the appraisal prove to be

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beyond his or her skill or experience.

- (6) GIFTS AND SOLICITATION.—An umpire or any individual or entity acting on behalf of an umpire may not solicit, accept, give, or offer to give, directly or indirectly, any gift, favor, loan, or other item of value in excess of \$25 to any individual who participates in the appraisal, for the purpose of solicitation or otherwise attempting to procure future work from any person who participates in the appraisal, or as an inducement to enter into an appraisal with an umpire. This subsection does not prevent an umpire from accepting other appraisals where the appraisers agree upon the umpire or the court appoints the umpire.
- (7) EX PARTE COMMUNICATION.—In any property insurance appraisal, ex parte communication between an umpire and an appraiser is prohibited. However, an appraiser may communicate with another appraiser if an umpire is not present or does not receive the ex parte communication.
- 626.9968 Conflicts of interest.—An insurer or a policyholder may challenge an umpire's impartiality and disqualify the proposed umpire only if:
- (1) A familial relationship within the third degree exists between the umpire and a party or a representative of a party;
- (2) The umpire has previously represented a party in a professional capacity in the same claim or matter involving the same property;
- (3) The umpire has represented another person in a professional capacity in the same matter or a substantially related matter that includes the claim, the same property or an adjacent property, and the other person's interests are

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990 materially adverse to the interests of a party; 991 (4) The umpire has worked as an employer or employee of a 992 party within the preceding 5 years; or 993 (5) The umpire has violated s. 626.9966. 994 Section 30. Section 627.70151, Florida Statutes, is 995 repealed. 996 Section 31. For the 2017-2018 fiscal year, the sums of 997 \$24,000 in recurring funds from the Insurance Regulatory Trust 998 Fund and \$73,107 in recurring funds and \$39,230 in nonrecurring 999 funds from the Administrative Trust Fund are appropriated to the 1000 Department of Financial Services, and one full-time equivalent 1001 position with associated salary rate of 47,291 is authorized, 1002 for the purpose of implementing this act. 1003 Section 32. This act applies to all appraisals requested on 1004 or after October 1, 2017. 1005 Section 33. This act shall take effect October 1, 2017.

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