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# COMMITTEE/SUBCOMMITTEE ACTION ADOPTED \_\_\_ (Y/N) ADOPTED AS AMENDED \_\_\_ (Y/N) ADOPTED W/O OBJECTION \_\_\_ (Y/N) FAILED TO ADOPT \_\_\_ (Y/N) WITHDRAWN \_\_\_ (Y/N) OTHER

Committee/Subcommittee hearing bill: Insurance & Banking Subcommittee

Representative Gregory offered the following:

### Amendment (with title amendment)

Remove lines 133-554 and insert:

Section 3. Section 624.46227, Florida Statutes, is created to read:

624.46227 Meeting requirements.—Any association, trust, or pool authorized by state law and created for the purpose of forming a risk management mechanism or providing self-insurance for public entities in this state may establish a quorum and conduct public business through communication media technology.

Section 4. Subsection (3) of section 626.7351, Florida Statutes, is amended to read:

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- 626.7351 Qualifications for customer representative's license.—The department shall not grant or issue a license as customer representative to any individual found by it to be untrustworthy or incompetent, or who does not meet each of the following qualifications:
- Within 4 years preceding the date that the application for license was filed with the department, the applicant has earned the designation of Accredited Advisor in Insurance (AAI), Associate in General Insurance (AINS), or Accredited Customer Service Representative (ACSR) from the Insurance Institute of America; the designation of Certified Insurance Counselor (CIC) from the Society of Certified Insurance Service Counselors; the designation of Certified Professional Service Representative (CPSR) from the National Foundation for CPSR; the designation of Certified Insurance Service Representative (CISR) from the Society of Certified Insurance Service Representatives; the designation of Certified Insurance Representative (CIR) from All-Lines Training; the designation of Insurance Customer Service Representative (ICSR) from Statewide Insurance Associates LLC; the designation of Professional Customer Service Representative (PCSR) from the Professional Career Institute; the designation of Registered Customer Service Representative (RCSR) from a regionally accredited postsecondary institution in the state whose curriculum is approved by the department and includes comprehensive analysis of basic property and casualty

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lines of insurance and testing which demonstrates mastery of the subject; or a degree from an accredited institution of higher learning approved by the department when the degree includes a minimum of 9 credit hours of insurance instruction, including specific instruction in the areas of property, casualty, and inland marine insurance. The department shall adopt rules establishing standards for the approval of curriculum.

Section 5. Section 626.856, Florida Statutes, is amended to read:

626.856 "Company employee adjuster" defined.—A "company employee adjuster" means a person licensed as an all-lines adjuster who is appointed and employed on an insurer's staff of adjusters, by an affiliate, or by a wholly owned subsidiary of the insurer, and who undertakes on behalf of such insurer or other insurers under common control or ownership to ascertain and determine the amount of any claim, loss, or damage payable under a contract of insurance, or undertakes to effect settlement of such claim, loss, or damage.

Section 6. Effective upon this act becoming a law, subsections (1), (2), and (4) of section 626.9202, Florida Statutes, are amended, and subsections (7) and (8) are added to that section, to read:

626.9202 Loss run statements for all lines of insurance.-

(1) As used in this section, the term:

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- (a) "Loss run statement" means a report that contains the policy number, the period of coverage, the number of claims, the paid losses on all claims, and the date of each loss. The term does not include supporting claim file documentation, including, but not limited to, copies of claim files, investigation reports, evaluation statements, insureds' statements, and documents protected by a common law or statutory privilege. As applied to group health insurance, the term means a report that also contains premiums paid, number of insureds on a monthly basis, and dependent status.
- (b) "Provide" means to electronically send a document or to allow access through an electronic portal to view or generate a document.
- (2) Notwithstanding any other law, an insurer shall provide to an insured within 15 calendar days after <u>an</u> individual or entity designated by the insurer receives receipt of the insured's written request, either:
  - (a) A loss run statement; or
- (b) For personal lines of insurance, information on how to obtain a loss run statement at no charge through a consumer reporting agency. However, this section does not prohibit an insured from requesting a loss run statement after receiving information from a consumer reporting agency, in which case the insurer must then provide such loss run statement within 15

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insurer	receiv	es the	e ins	sured's	subs	equ	ıent	wri	tten	reques	st.	

- (4) A loss run statement provided pursuant to this section must contain a claims history with the insurer for the preceding  $\underline{3}$   $\underline{5}$  years or, if the claims history is less than  $\underline{3}$   $\underline{5}$  years, a complete claims history with the insurer.
- (7) This section does not apply to a life insurer as defined in s. 624.602.
- (8) For group health insurance, only the group policyholder may request and be provided a loss run statement pursuant to this section.

Section 7. Paragraph (b) of subsection (2) of section 627.062, Florida Statutes, is amended to read:

627.062 Rate standards.-

- (2) As to all such classes of insurance:
- (b) Upon receiving a rate filing, the office shall review the filing to determine if a rate is excessive, inadequate, or unfairly discriminatory. In making that determination, the office shall, in accordance with generally accepted and reasonable actuarial techniques, consider the following factors:
- 1. Past and prospective loss experience within and without this state.
  - 2. Past and prospective expenses.
- 3. The degree of competition among insurers for the risk insured.

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4. Investment income reasonably expected by the insurer,
consistent with the insurer's investment practices, from
investable premiums anticipated in the filing, plus any other
expected income from currently invested assets representing the
amount expected on unearned premium reserves and loss reserves.
The commission may adopt rules using reasonable techniques of
actuarial science and economics to specify the manner in which
insurers calculate investment income attributable to classes of
insurance written in this state and the manner in which
investment income is used to calculate insurance rates. Such
manner must contemplate allowances for an underwriting profit
factor and full consideration of investment income that produces
a reasonable rate of return; however, investment income from
invested surplus may not be considered.

- 5. The reasonableness of the judgment reflected in the filing.
- 6. Dividends, savings, or unabsorbed premium deposits allowed or returned to policyholders, members, or subscribers in this state.
  - 7. The adequacy of loss reserves.
- 8. The cost of reinsurance. The office may not disapprove a rate as excessive solely due to the insurer having obtained catastrophic reinsurance to cover the insurer's estimated 250-year probable maximum loss or any lower level of loss.

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- 9. Trend factors, including trends in actual losses per insured unit for the insurer making the filing.
  - 10. Conflagration and catastrophe hazards, if applicable.
  - 11. Projected hurricane losses, if applicable, which must be estimated using a model or method found to be acceptable or reliable by the Florida Commission on Hurricane Loss Projection Methodology, and as further provided in s. 627.0628.  $\underline{A}$  residential property insurance rate filing may use a weighted or straight average of two or more such models or methods.
  - 12. Projected flood losses for personal residential property insurance, if applicable, which may be estimated using a model or method, or a straight average of model results or output ranges, independently found to be acceptable or reliable by the Florida Commission on Hurricane Loss Projection Methodology and as further provided in s. 627.0628.
  - 13. A reasonable margin for underwriting profit and contingencies.
    - 14. The cost of medical services, if applicable.
  - 15. Other relevant factors that affect the frequency or severity of claims or expenses.

The provisions of this subsection do not apply to workers'

compensation, employer's liability insurance, and motor vehicle

insurance.

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Section 8. Paragraph (b) of subsection (2) of section 627.0629, Florida Statutes, is amended, and subsection (9) is added to that section, to read:

627.0629 Residential property insurance; rate filings.—
(2)

- (b) A rate filing for residential property insurance made more than 150 days after approval by the office of a building code rating factor plan submitted by a statewide rating organization may shall include positive and negative rate factors that reflect the manner in which building code enforcement in a particular jurisdiction addresses risk of wind damage. The rate filing must shall include variations from standard rate factors on an individual basis based on inspection of a particular structure by a licensed home inspector. If an inspection is requested by the insured, the insurer may require the insured to pay the reasonable cost of the inspection. This paragraph applies to structures constructed or renovated after the implementation of this paragraph.
- (9) An insurer may file with the office a personal lines residential property insurance rating plan that provides justified premium discounts, credits, or other rate differentials based on windstorm mitigation construction standards developed by an independent, not-for-profit, scientific research organization, if such standards meet the requirements of this section. The insurer may require a

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187	policyholder who elects to construct or retrofit the structure,
188	in whole or in part, for windstorm mitigation purposes to
189	present to the insurer evidence of compliance with the
190	mitigation standards before receiving any premium discount,
191	credit, or rate reduction allowed under the rating plan.
192	Section 9. Subsection (1) of section 627.072, Florida
193	Statutes, is amended to read:
194	627.072 Making and use of rates.—
195	(1) As to workers' compensation and employer's liability
196	insurance, the following factors shall be used in the
197	determination and fixing of rates:
198	(a) The past loss experience and prospective loss
199	experience within and outside this state;
200	(b) The impact resulting from the past loss experience and
201	prospective loss experience for insurers whose data are missing
202	from statewide experience due to insolvency. Prior reported data
203	for such insurers and all other relevant information may be used
204	to assess the impact on rates;
205	(c) (b) The conflagration and catastrophe hazards;
206	(d) (c) A reasonable margin for underwriting profit and
207	contingencies;
208	(e)(d) Dividends, savings, or unabsorbed premium deposits
209	allowed or returned by insurers to their policyholders, members,

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or subscribers;

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211		<u>(f) <del>(c)</del></u>	Investment	income	on	unearned	premium	reserves	and
212	loss	reserve	s;						

- $\underline{(g)}$  Past expenses and prospective expenses, both those countrywide and those specifically applicable to this state; and
- (h) (g) All other relevant factors, including judgment factors, within and outside this state.

Section 10. Paragraph (a) of subsection (6) of section 627.351, Florida Statutes, is amended to read:

627.351 Insurance risk apportionment plans.-

- (6) CITIZENS PROPERTY INSURANCE CORPORATION. -
- (a) The public purpose of this subsection is to ensure that there is an orderly market for property insurance for residents and businesses of this state.
- 1. The Legislature finds that private insurers are unwilling or unable to provide affordable property insurance coverage in this state to the extent sought and needed. The absence of affordable property insurance threatens the public health, safety, and welfare and likewise threatens the economic health of the state. The state therefore has a compelling public interest and a public purpose to assist in assuring that property in the state is insured and that it is insured at affordable rates so as to facilitate the remediation, reconstruction, and replacement of damaged or destroyed property in order to reduce or avoid the negative effects otherwise resulting to the public health, safety, and welfare, to the

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economy of the state, and to the revenues of the state and local governments which are needed to provide for the public welfare. It is necessary, therefore, to provide affordable property insurance to applicants who are in good faith entitled to procure insurance through the voluntary market but are unable to do so. The Legislature intends, therefore, that affordable property insurance be provided and that it continue to be provided, as long as necessary, through Citizens Property Insurance Corporation, a government entity that is an integral part of the state, and that is not a private insurance company. To that end, the corporation shall strive to increase the availability of affordable property insurance in this state, while achieving efficiencies and economies, and while providing service to policyholders, applicants, and agents which is no less than the quality generally provided in the voluntary market, for the achievement of the foregoing public purposes. Because it is essential for this government entity to have the maximum financial resources to pay claims following a catastrophic hurricane, it is the intent of the Legislature that the corporation continue to be an integral part of the state and that the income of the corporation be exempt from federal income taxation and that interest on the debt obligations issued by the corporation be exempt from federal income taxation.

2. The Residential Property and Casualty Joint Underwriting Association originally created by this statute

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shall be known as the Citizens Property Insurance Corporation. The corporation shall provide insurance for residential and commercial property, for applicants who are entitled, but, in good faith, are unable to procure insurance through the voluntary market. The corporation shall operate pursuant to a plan of operation approved by order of the Financial Services Commission. The plan is subject to continuous review by the commission. The commission may, by order, withdraw approval of all or part of a plan if the commission determines that conditions have changed since approval was granted and that the purposes of the plan require changes in the plan. For the purposes of this subsection, residential coverage includes both personal lines residential coverage, which consists of the type of coverage provided by homeowner, mobile home owner, dwelling, tenant, condominium unit owner, and similar policies; and commercial lines residential coverage, which consists of the type of coverage provided by condominium association, apartment building, and similar policies.

- 3. With respect to coverage for personal lines residential structures:
- a. Effective January 1, 2014, a structure that has a dwelling replacement cost of \$1 million or more, or a single condominium unit that has a combined dwelling and contents replacement cost of \$1 million or more, is not eligible for coverage by the corporation. Such dwellings insured by the

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corporation on December 31, 2013, may continue to be covered by the corporation until the end of the policy term. The office shall approve the method used by the corporation for valuing the dwelling replacement cost for the purposes of this subparagraph. If a policyholder is insured by the corporation before being determined to be ineligible pursuant to this subparagraph and such policyholder files a lawsuit challenging the determination, the policyholder may remain insured by the corporation until the conclusion of the litigation.

- b. Effective January 1, 2015, a structure that has a dwelling replacement cost of \$900,000 or more, or a single condominium unit that has a combined dwelling and contents replacement cost of \$900,000 or more, is not eligible for coverage by the corporation. Such dwellings insured by the corporation on December 31, 2014, may continue to be covered by the corporation only until the end of the policy term.
- c. Effective January 1, 2016, a structure that has a dwelling replacement cost of \$800,000 or more, or a single condominium unit that has a combined dwelling and contents replacement cost of \$800,000 or more, is not eligible for coverage by the corporation. Such dwellings insured by the corporation on December 31, 2015, may continue to be covered by the corporation until the end of the policy term.
- d. Effective January 1, 2017, a structure that has a dwelling replacement cost of \$700,000 or more, or a single

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condominium unit that has a combined dwelling and contents replacement cost of \$700,000 or more, is not eligible for coverage by the corporation. Such dwellings insured by the corporation on December 31, 2016, may continue to be covered by the corporation until the end of the policy term.

- The requirements of sub-subparagraphs b.-d. do not apply in counties where the office determines there is not a reasonable degree of competition. In such counties a personal lines residential structure that has a dwelling replacement cost of less than \$1 million, or a single condominium unit that has a combined dwelling and contents replacement cost of less than \$1 million, is eligible for coverage by the corporation.
- 4. It is the intent of the Legislature that policyholders, applicants, and agents of the corporation receive service and treatment of the highest possible level but never less than that generally provided in the voluntary market. It is also intended that the corporation be held to service standards no less than those applied to insurers in the voluntary market by the office with respect to responsiveness, timeliness, customer courtesy, and overall dealings with policyholders, applicants, or agents of the corporation.
- 5.a. Effective January 1, 2009, a personal lines residential structure that is located in the "wind-borne debris region," as defined in s. 1609.2, International Building Code

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(2006), and that has an insured value on the structure of \$750,000 or more is not eligible for coverage by the corporation unless the structure has opening protections as required under the Florida Building Code for a newly constructed residential structure in that area. A residential structure is deemed to comply with this sub-subparagraph if it has shutters or opening protections on all openings and if such opening protections complied with the Florida Building Code at the time they were installed.

- b. Any major structure, as defined in s. 161.54(6)(a), that is newly constructed, or rebuilt, repaired, restored, or remodeled to increase the total square footage of finished area by more than 25 percent, pursuant to a permit applied for after July 1, 2015, is not eligible for coverage by the corporation if the structure is seaward of the coastal construction control line established pursuant to s. 161.053 or is within the Coastal Barrier Resources System as designated by 16 U.S.C. ss. 3501-3510.
- 6. With respect to wind-only coverage for commercial lines residential condominiums, effective July 1, 2014, a condominium may shall be deemed ineligible for coverage when if 50 percent or more of the units are rented more than eight times in a calendar year for a rental agreement period of less than 30 days.

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Section 11. Subsection (6) is added to section 627.421, 361 Florida Statutes, to read:

627.421 Delivery of policy.-

(6) If a policy is sold in a wholly electronic manner, the insurer may electronically transmit all policy documents and claims communications to the insured or policyholder so long as the insurer provides a disclosure to the insured or policyholder at the time of sale.

Section 12. Effective upon this act becoming a law, subsections (1), (2), and (4) of section 627.444, Florida Statutes, are amended, and subsections (7) and (8) are added to that section, to read:

- 627.444 Loss run statements for all lines of insurance.-
- (1) As used in this section, the term:
- (a) "Loss run statement" means a report that contains the policy number, the period of coverage, the number of claims, the paid losses on all claims, and the date of each loss. The term does not include supporting claim file documentation, including, but not limited to, copies of claim files, investigation reports, evaluation statements, insureds' statements, and documents protected by a common law or statutory privilege. As applied to group health insurance, the term means a report that also contains premiums paid, number of insureds on a monthly basis, and dependent status.

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- (b) "Provide" means to electronically send a document or to allow access through an electronic portal to view or generate a document.
- (2) Notwithstanding any other law, an insurer shall provide to an insured within 15 calendar days after <u>an</u> individual or entity designated by the insurer receives receipt of the insured's written request, either:
  - (a) A loss run statement; or
- (b) For personal lines of insurance, information on how to obtain a loss run statement at no charge through a consumer reporting agency. However, this section does not prohibit an insured from requesting a loss run statement after receiving information from a consumer reporting agency, in which case the insurer must then provide such loss run statement within 15 calendar days after the individual or entity designated by the insurer receives the insured's subsequent written request.
- (4) A loss run statement provided pursuant to this section must contain a claims history with the insurer for the preceding  $\underline{3}$  5 years or, if the claims history is less than  $\underline{3}$  5 years, a complete claims history with the insurer.
- (7) This section does not apply to a life insurer as defined in s. 624.602.
- 406 (8) For group health insurance, only the group
  407 policyholder may request and be provided a loss run statement
  408 pursuant to this section.

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409	Section	13.	Section	627.6647,	Florida	Statutes,	is
410	repealed.						

- Section 14. Paragraph (b) of subsection (1) of section 627.7011, Florida Statutes, is amended to read:
- 627.7011 Homeowners' policies; offer of replacement cost coverage and law and ordinance coverage.—
- (1) Prior to issuing a homeowner's insurance policy, the insurer must offer each of the following:
- (b) A policy or endorsement providing that, subject to other policy provisions, any loss that is repaired or replaced at any location will be adjusted on the basis of replacement costs to the dwelling not exceeding policy limits, rather than actual cash value, and also including costs necessary to meet applicable laws and ordinances enacted on or before the time of loss which regulate regulating the construction, use, or repair of any property or require requiring the tearing down of any property, including the costs of removing debris. However, additional costs necessary to meet applicable laws and ordinances may be limited to 25 percent or 50 percent of the dwelling limit, as selected by the policyholder, and such coverage applies only to repairs of the damaged portion of the structure unless the total damage to the structure exceeds 50 percent of the replacement cost of the structure.

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An insurer is not required to make the offers required by this subsection with respect to the issuance or renewal of a homeowner's policy that contains the provisions specified in paragraph (b) for law and ordinance coverage limited to 25 percent of the dwelling limit, except that the insurer must offer the law and ordinance coverage limited to 50 percent of the dwelling limit. This subsection does not prohibit the offer of a guaranteed replacement cost policy.

Section 15. Effective upon this act becoming a law, present subsections (4) through (10) of section 627.715, Florida Statutes, are redesignated as subsections (5) through (11), respectively, and a new subsection (4) is added to that section, to read:

an insurance policy, contract, or endorsement providing personal lines residential coverage for the peril of flood or excess coverage for the peril of flood on any structure or the contents of personal property contained therein, subject to this section. This section does not apply to commercial lines residential or commercial lines nonresidential coverage for the peril of flood. An insurer may issue flood insurance policies, contracts, endorsements, or excess coverage on a standard, preferred, customized, flexible, or supplemental basis.

(4) An agent may export a contract or an endorsement providing flood coverage to an eligible surplus lines insurer

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without	making	g a	diligent	effort	to	seek	such	coverage	from
three or	r more	aut	chorized	insurers	ur	nder :	s. 62	6.916(1)(a	a).

Section 16. Effective upon this act becoming a law, paragraph (b) of subsection (1) and paragraph (a) of subsection (9) of section 627.7152, Florida Statutes, are amended to read: 627.7152 Assignment agreements.—

- (1) As used in this section, the term:
- (b) "Assignment agreement" means any instrument by which post-loss benefits under a residential property insurance policy or commercial property insurance policy, as that term is defined in s. 627.0625(1), are assigned or transferred, or acquired in any manner, in whole or in part, to or from a person providing services, including, but not limited to, scopes of service, to inspect, protect, repair, restore, or replace property or to mitigate against further damage to the property. The term does not include fees collected by a public adjuster as defined in 626.854.
- (9) (a) An assignee must provide the named insured, insurer, and the assignor, if not the named insured, with a written notice of intent to initiate litigation before filing suit under the policy. Such notice must be served by certified mail, return receipt requested, to the name and mailing address designated by the insurer in the policy forms, or by electronic delivery at the e-mail address designated by the insurer in the policy forms at least 10 business days before filing suit, but

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may not be served before the insurer has made a determination of
coverage under s. 627.70131. The notice must specify the damages
in dispute, the amount claimed, and a presuit settlement demand.
Concurrent with the notice, and as a precondition to filing
suit, the assignee must provide the named insured, insurer, and $% \left( 1\right) =\left( 1\right) \left( 1\right) +\left( 1\right) \left( 1\right) \left( 1\right) +\left( 1\right) \left( 1\right) \left$
the assignor, if not the named insured, a detailed written
invoice or estimate of services, including itemized information
on equipment, materials, and supplies; the number of labor
hours; and, in the case of work performed, proof that the work
has been performed in accordance with accepted industry
standards.

Section 17. Section 627.7276, Florida Statutes, is amended to read:

627.7276 Notice of limited coverage.

(1) An automobile policy that does not contain coverage for bodily injury and property damage must <u>include a notice</u> be clearly stamped or printed to the effect that such coverage is not included in the policy in the following manner:

"THIS POLICY DOES NOT PROVIDE BODILY INJURY AND PROPERTY DAMAGE LIABILITY INSURANCE OR ANY OTHER COVERAGE FOR WHICH A SPECIFIC PREMIUM CHARGE IS NOT MADE, AND DOES NOT COMPLY WITH ANY FINANCIAL RESPONSIBILITY LAW."

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declaration page and on the filing back of the policy and be printed in a contrasting color from that used on the policy and in type and larger than the largest type used in the text at least as large as the type and text used on the declarations page thereof, as an overprint or by a rubber stamp impression.

## 

### TITLE AMENDMENT

Remove lines 7-57 and insert:

process is valid and binding upon insurers; creating s.

624.46227, F.S.; authorizing an association, trust, or pool

created for the purpose of forming or managing a risk management

mechanism or providing self-insurance for a public entity to

establish a quorum and conduct public business through

communication media technology; amending s. 626.7351, F.S.;

revising a qualification for licensure as a customer

representative; amending s. 626.856, F.S.; revising the

definition of the term "company employee adjuster"; amending s.

626.9202, F.S.; revising the definition of the term "loss run

statement"; specifying the entities that must receive requests

for loss run statements; specifying that insurers must provide

loss run statements under certain circumstances; revising the

required claims history in loss run statements; providing

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applicability; limiting loss run statement requests with respect to group health insurance policies to group policyholders; amending s. 627.062, F.S.; revising the factors for determining whether an insurance rate filing is excessive, inadequate, or unfairly discriminatory; amending s. 627.0629, F.S.; authorizing, rather than requiring, rate filings for certain residential property insurance to include certain rate factors; authorizing insurers to file certain insurance rating plans based on certain windstorm mitigation construction standards; authorizing insurers to require policyholders to provide evidence of compliance with mitigation standards under certain conditions; amending s. 627.072, F.S.; providing a ratemaking factor for workers' compensation and employer's liability insurance; amending s. 627.351, F.S.; revising conditions for determining the ineligibility of condominiums for wind-only coverage; amending s. 627.421, F.S.; authorizing insurers to electronically transmit policy documents and claims documents under certain circumstances; amending s. 627.444, F.S.; revising the definition of the term "loss run statement"; specifying the entities that must receive requests for loss run statements; specifying that insurers must provide loss run statements under certain circumstances; revising the required claims history in loss run statements; providing applicability; limiting loss run statement requests with respect to group health insurance policies to group policyholders; repealing s. 627.6647, F.S.,

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# COMMITTEE/SUBCOMMITTEE AMENDMENT Bill No. HB 815 (2021)

Amendment No. 1

relating to the release of information required for bid to group health insurance policyholders; amending s. 627.7011, F.S.; revising conditions for inclusion of costs for law and ordinance coverage in loss adjustments under certain homeowners' policies; amending s. 627.715, F.S.; providing an exemption from a diligent effort requirement for agents exporting contracts or endorsements providing flood coverage; amending s. 627.7152, F.S.; revising the definition of the term "assignment agreement"; specifying the addresses to which a notice of intent must be served; amending s. 627.7276, F.S.; revising notice requirements for motor vehicle policies that do not provide coverage for bodily injury and property damage liability;

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