

Amendment No.

CHAMBER ACTION

Senate

House

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1 Representative Grieco offered the following:

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3 **Amendment (with directory and title amendments)**

4 Between lines 988 and 989, insert:

5 (9) When the Governor declares a state of emergency
6 pursuant to s. 252.36, regarding a natural disaster, tropical
7 storm or hurricane and an insurance claim arises from such
8 events, if the insurer, within a 6-month period, assigns a third
9 or subsequent licensed claims adjuster to be primarily
10 responsible for the insurance claim, the insurer shall provide
11 the insured, within 14 days, all of the following:

12 (a) A written status report that shall include at least
13 the following:

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Amendment No.

- 14 1. A summary of any decisions or actions that are
15 substantially related to the disposition of the claim.
- 16 2. The dollar amount of coverage for losses to structures
17 and contents.
- 18 3. The undisputed dollar amount of losses to structures
19 and contents.
- 20 4. The retention of or intention to consult design or
21 construction professionals.
- 22 5. All items of dispute.
- 23 (b) Two or more direct means of communications with the
24 primary contact.
- 25 (c) A primary contact for the insured.
- 26 (d) As used in this subsection, "primary contact" means
27 the licensed all-lines adjuster, independent adjuster, or
28 company employee adjuster primarily assigned to the claim. Once
29 assigned, the primary contact shall remain assigned to the
30 insured's claim until the insurer closes the claim or a party
31 files suit on the claim. The designation of a primary contact
32 shall not preclude other claims personnel, vendors, or
33 professionals, including clerical staff members, and call center
34 staff members, from working on portions of the insured's claim.
- 35 (e) If the insured requests additional information, the
36 insurer shall ensure that the primary contact refers the insured
37 to the appropriate supervisor who has authority over claims
38 handling.

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D I R E C T O R Y A M E N D M E N T

Remove line 927 and insert:
Statutes, are amended and subsection (9) is added to that
section, to read:

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

Remove line 131 and insert:
certain circumstances; requiring certain insurers,
following a declaration of a state of emergency by the
Governor, to provide an insured with specified
information; amending s. 627.70152, F.S.;