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Section 1

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Section 3. Content of Complaint Record

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ATTACHMENT A
Complaint Record Format

Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H
Company Identification Number (Agent's Number) (Staff Adjuster's Number) (Independent Adjuster)	Function Code						

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e. Dividend illustration

f. Delays

g. Alleged misleading statement or misrepresentation

h. Miscellaneous (not covered by above)

3. Claims

a. Claims procedure

b. Delays

c. Unsatisfactory settlements

d. Natural disaster adjusting (hurricane or flood situations or other situations which produce a large number of claims)

e. Unsatisfactory settlement offers

f. Denial of claim

g. Miscellaneous (not covered by above)

4. Policyholder service

a. Failure to respond

b. Delays

c. Miscellaneous (not covered by above)

5. Miscellaneous

C. Line Type Complaints are to be classified according to the line of insurance involved, as follows:

1. Automobile

2. Fire

3. Homeowners-Farmowners

4. Crop

5. Inland Marine

6. Individual Life

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7. Group Life

8. Annuities

9. Individual Health - Accident & Sickness

10. Group Health - Accident & Sickness

11. Workmen's Compensation

12. Liability Insurance other than Automobile

13. Mobile Homeowners

14. Miscellaneous (not covered by above)

D. Company Disposition After Receipt. The complaint record shall note the disposition of the complaint.

The following examples illustrate the type of information called for, but are not intended to be required language or to exhaust the possibilities:

1. Corrective action was taken.

2. No action was deemed necessary.

3. Satisfactory explanation was given to the complainant.

The complaint record need not note the specific action taken with respect to the complaint, so long as the action was appropriate to the circumstances. If the company wishes, it may use a code for entries in this column.

E. Date Received. This refers to the date the complaint was received.

F. Date Closed. This refers to the date on which the complaint was disposed of whether by one action or a series of actions as may n</MCID 27 >>BDty md ID 29 >>-0.8 (i)-6 >>BD rum7.6 (c)-n6 typ c t rhne l typl in

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