

Property & Casualty Top Ten

2011 Most Frequent Market Conduct Issues

Our regulatory editors carefully review and analyze results from state market conduct exams and enforcement actions. As part of the review process, they track market conduct issues by line of business. According to their reviews, the top 10 market conduct issues in Property & Casualty lines in 2011 were as follows.

1. Failure to acknowledge, to pay, or deny claims within specified time frames
2. Using unapproved forms, unfiled rates and/or misapplication of rating factors
3. Failure to cancel policies or non-renew policies in accordance with requirements
4. Failure to provide required compliant disclosures in underwriting processes
5. Failure to process total loss claims properly
6. Failure to provide required compliant disclosures in claims processing
7. Improper documentation of underwriting files
8. Failure to adhere to producer appointment, termination and/or licensing requirements and adjuster licensing requirements
9. Failure to pay correct amount under policy
10. Improper documentation of claim files