

Claim Handling

FOR **ARKANSAS** PROPERTY & CASUALTY INSURANCE

COMPILED BY LYNCH & ASSOCIATES, P.C. ANCHORAGE, AK, WWW.NORTHLAW.COM



ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge receipt of notification of claim. If acknowledgement not made in writing, make dated notation in file	Within 15 working days upon receipt of notification of a claim	Ark. Ins. Rule & Reg. 43 § 7(a)
Furnish forms for proof of loss	Within 20 calendar days after loss has been reported (or thereafter waive proof of loss requirements)	Ark. Ins. Rule & Reg. 43 § 7(a) Ark. Code Ann. § 23-79-126
Respond to any inquiry from Arkansas Insurance Department respecting a claim	Within 15 working days of such inquiry	Ark. Ins. Rule & Reg. 43 § 7(b)
Make an appropriate reply to all other pertinent communications from a first-party claimant or third-party claimant which reasonably suggests a response is expected	Within 15 workings days	Ark. Ins. Rule & Reg. 43 § 7(c)
Complete investigation of a claim	Within 45 calendar days after notification of claim	Ark. Ins. Rule & Reg. 43 § 8
Notify first-party claimant or third-party claimant that additional time is required for completion of investigation and the reasons therefore	Within 45 calendar days after notification of claim	Ark. Ins. Rule & Reg. 43 § 8
Advise first-party claimant of the acceptance or denial of the claim. Denial must be given in writing and the claim file shall contain a copy.	Within 15 working days after receipt of properly executed proofs of loss	Ark. Ins. Rule & Reg. 43 § 9(a)(1)
Notify first-party claimant that more time is needed to determine if claim should be accepted or denied and state the reasons more time is needed	Within 15 working days after the proofs of loss	Ark. Ins. Rule & Reg. 43 § 9(a)(2)
If the investigation remains incomplete send letter to first-party claimant stating the reasons additional time is needed for investigation	45 calendar days from the date of the initial notification and not more than every 45 calendar days thereafter	Ark. Ins. Rule & Reg. 43 § 9(a)(2)
Provide written notification to first-party claimant who is not an attorney nor represented by an attorney that rights may be affected by a statute of limitations or a policy or contract time limit. Notice must state that time limit may be expiring and may affect rights	30 working days before the date on which such time limit may expire	Ark. Ins. Rule & Reg. 43 § 9(d)
Provide written notification to third-party claimant who is not an attorney nor represented by an attorney that rights may be affected by a statute of limitations or a policy or contract time limit. Notice must state that time limit may be expiring and may affect rights	60 working days before the date on which such time limit may expire	Ark. Ins. Rule & Reg. 43 § 9(d)
Mail or deliver claim checks or drafts to first-party claimant or third-party claimant	Within 10 working days after the claims are processed, all claim investigations are completed and said claim files are closed and ready for payment	Ark. Ins. Rule & Reg. 43 § 9(f)