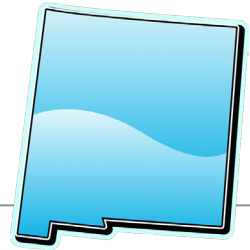


Claim Handling

FOR **NEW MEXICO** P&C INSURANCE



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

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge and act upon communications with respect to claims	Reasonably promptly	N.M. Stat. § 59A-16-20(B)
Affirm or deny coverage of claims	Within a reasonable time after proof of loss have been completed	N.M. Stat. § 59A-16-20(D)
Effectuate settlements in which liability has become reasonably clear	Promptly	N.M. Stat. § 59A-16-20(F)
Provide insured a reasonable explanation of the basis relied on in the policy in relation to the facts or applicable law for denial of a claim or for the offer of a compromise settlement	Promptly	N.M. Stat. § 59A-16-20(N)

*The link provided is to the entire New Mexico Statutes and Court Rules. In order to find the specific statute you will need to click 2009 NMSA 1978 on the left, then click Statutory Chapters in New Mexico Statutes, then click 59A Insurance Code, then click 16 Trade Practices and Frauds, and finally click the specific statute referenced.