

# Claim Handling

## FOR **NORTH CAROLINA**



P&C INSURANCE

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

| <b>ACT TO BE PERFORMED</b>  | <b>COMPLIANCE TIMEFRAME</b>   | <b>REFERENCE</b>                  |
|---|---|-----------------------------------|
| Acknowledge and act upon communications with respect to claims  | Reasonably promptly   | N.C. Gen. Stat. § 56-63-15(11)(b) |
| Affirm or deny coverage of claims   | Within a reasonable time after proof-of-loss statements have been completed | N.C. Gen. Stat. § 56-63-15(11)(e) |
| Settle claims where liability has become reasonably clear   | Promptly  | N.C. Gen. Stat. § 56-63-15(11)(f) |
| Provide a reasonable explanation of the basis in the insurance policy for the denial of a claim or offer of compromise settlement | Promptly  | N.C. Gen. Stat. § 56-63-15(11)(n) |
| Mail or deliver loss and claim payments   | Within 10 business days after the claim is settled                          | 11 N.C. Admin. Code 4.0421(1)     |