



Department of Business and Industry Nevada Division of Insurance

Scott J. Kipper, Commissioner

Terry Johnson, Director

Brian Sandoval, Governor

Recover

Rebuild

Restore

*Marie Holt, Chief, Property and Casualty section
Rajat Jain, Actuary, Property and Casualty section*

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Who We Are



MOVING FORWARD

Nevada Division of Insurance

Regulation of insurance and consumer protection

- **Key functions:**

- Enforcement of Nevada Insurance Code (Title 57)
- Licensure of insurance companies, agents, producers, etc.
- Examination of insurers
- Consumer support
- Regulation of insurance rates/rules/forms
- Review and help set policy



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Property and Casualty (P&C) Section

- Regulate P&C lines of insurance
 - Personal Lines –
 - Personal Auto – Private Passenger Auto, Motorcycle, RVs
 - Homeowners' – Homes, Condos, Renters, Manufactured/Mobile Homes
 - Personal Umbrella
 - Commercial Lines
 - Workers Compensation
 - Medical Malpractice
 - Commercial Auto
- Review approve rates/rules/forms for personal lines.
- Review and recommend changes/updates to property and casualty laws and regulations.
- Investigate complex consumer matters.



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Deciphering Your Home Insurance Policy



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Things to remember

- **No two insurance policies are same.**
- All coverages are subject to policy limits.
- Ask your agent for a copy of your policy.
 - If you cannot get it, call us.
 - Policies for top-10 insurance groups are on our web-site:
<http://doi.nv.gov/scs/Homeowners.aspx>
(Go to doi.nv.gov, Click “**Consumers**” tab and scroll down)
- Read your policy carefully
 - Nevada law requires insurers to explain all of the benefits and exclusions.
- **ASK QUESTIONS** – Squeaky wheel philosophy.
 - Ask your claims adjuster, Ask your insurance agent, Ask us

Homeowners' Insurance - Coverage Types

Coverage A – Covers damage to the home/dwelling and attached structures.

Coverage B – Covers damage to unattached structures (fence, sheds, free-standing cottages, detached garages, etc.).

Coverage C – Covers personal property (furniture, appliances, clothing, etc.).

Coverage D – Pays for additional living expenses in the event of dislocation due to loss of use resulting from a covered claim.

Coverage E – Pays your legal bills if you are sued as well as pays the costs of injuries or damages to someone else, caused by a covered claim, if you are legally liable.

Coverage F – Pays medical expenses for anyone accidentally injured on your property or away from your premises caused by a member of your family or your pets regardless of who is at fault. This coverage does not apply to your injuries or those of family members living with you.

Homeowners' Insurance - Coverage Limits

Coverage Component	“Typical” Coverage Limits*
A – Dwelling	Based upon replacement cost estimate**.
B - Other Structures	10% of Dwelling Coverage Limit
C - Personal Property	50% of Dwelling Coverage Limit
D - Loss of Use	20% of Dwelling Coverage Limit
E - Personal Liability	You choose
F - Medical Payments	You choose

* To find out your limits, check your policy or ask your agent

** Did you purchase extended coverage?

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What to look for in your policy

■ Cost to rebuild/repair/replace

- Dwelling: Up to Coverage A amount.
- Personal Belongings – Up to Coverage C amount.
- Replacement Cost (most policies): no deduction for depreciation.
- Actual Cash Value: deduction for depreciation.
- Wood Fences -- Generally actual cash value basis.
- Read your policy, ask questions every step of the way.

Initial payment is made on Actual Cash Value basis.

Additional amount paid after completion of repair or replacement.

Have two years from the date of loss to repair/replace.

What to look for in your policy

- **Ordinance or Law** : Usually limited to 10% of Coverage A to cover the cost to:
 - Bring damaged portions up to current building code.
 - Rebuild undamaged portions if required by code.
 - This is additional amount of coverage **only** if added by endorsement. Otherwise, it is part of Coverage A amount.
- **Reasonable Temporary Repairs**
 - To prevent further damage.
 - Do NOT undertake permanent repairs without insurer's approval.
- **Special Limits**
 - Certain items may be subject to a special total limit in the event of a loss.
 - May include money, coins, computers, watercrafts, trailers, stamps, etc. Read your policy.

What to look for in a policy

■ Trees, Shrubs and, Other Plants

- Pays for damage to trees, shrubs, plants, or lawns.
- Usually 5% - 10% of Coverage C limit.
- Limited \$\$ amount per tree, shrub, or plant.
- Does not cover property grown for business purposes.

■ Debris Removal

- Pays for removal of debris.
- Generally includes:
 - Damaged personal property or building material that is directly related to a covered peril
 - Any trees or branches dropped onto property that must be removed.
- If Total Loss, additional 5% coverage may be available.

What to look for in a policy

- **Loss of Use** pays for
 - Additional living expense
 - Covers loss of use due to evacuation orders
 - Meals: Adjusted for groceries normally purchased
 - Toiletries, Clothes, Utensils, etc.
 - If damaged/destroyed: covered under Coverage C
- Loss must be caused by a covered peril.

Numerous possibilities – When unsure, ask your adjuster

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Claims



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Washoe Drive Fire

Expected Type of Claims

- Total Loss - Reported 29
- Partial Damage – Reported 5
- Other Kinds – Currently Unreported
 - Damage from Smoke, Soot, Ash.
 - Loss of Use – due to evacuation or uninhabitable home.
 - Loss of Vehicles – covered under **COMPREHENSIVE coverage of your auto policy.**
 - Loss of animals, birds or fish – **generally not covered.**

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Commercial losses covered under a commercial insurance policy

What to do

- Contact your insurer or agent and **file a claim as soon as possible.**
 - File a claim even if unsure about coverage.
 - Insurers are required to provide the reason for claim denial in writing.
 - Request that your adjuster explain coverage benefits. If in doubt, question any coverage denials.
- Obtain claim number(s), adjuster's name & phone number.
- Make temporary repairs or arrange for a licensed professional to do so. Save all receipts for your repairs.
- Take photos of the damage and remove undamaged personal property if your home cannot be secured.
- Do not dispose of property until an insurance adjuster has authorized disposal.
- If you need to find other lodging, keep records of expenses and all receipts.

What to do – Total or Partial Loss

- **Contact a contractor** – your insurance company may be able to recommend one. Obtain estimates for:
 - Debris Removal.
 - Bringing up to current code.
 - Building design(s) and material/labor.
- **Inventory** – Gather information on your belongings:
 - Videos, photographs, receipts.
 - Room by room inventory from memory.
 - Best estimate on quantity (example, 20 shirts) or value.
 - Do **not** feel rushed. Continue adding to the list and submitting to the insurance company as you recall items that you owned.
 - Whenever possible, include as much detail as possible.
 - For example, stating that you lost a TV may lead to a less accurate cost estimate compared to stating that you lost a 32 inch, LCD TV bought in 2010.
- **Temporary housing** –
 - Generally, loss of use covers alternate housing similar in size to the lost home.
 - Your insurer may be able to assist you by using the services of a real estate professional.
 - Your insurer may directly pay the rent to the landlord or may pay the rent to you.

What to do – Smoke, ash, or minor fire damage

- **Restoration** – Your insurance company may assign a professional restoration company for cleaning.
 - If you have a preferred restoration company, discuss with your adjuster.
 - Depending on the amount and type of damage, restoration may take a few days.
 - You may have to be out of the house during some of that time.
 - Your belongings (like clothes, drapes, sheets, etc.) may have to be sent out for professional cleaning.
 - Try to be present at your home as much as possible during the cleaning process.
 - Make sure you maintain an inventory of the items leaving your home and coming back after cleaning.
- **Temporary housing** –
 - If you incurred, or continue to incur, expenses due to unavailability of your home due to evacuation orders or during restoration services, **file a claim** with your insurance company.

What to expect

- Your insurance company will send an insurance adjuster.
- Do **not** feel rushed or pushed to agree on a settlement.
 - If there are disagreements, try to resolve them with your insurer.
 - Contact the Division for assistance.
- Your full claim may come in multiple payments.
 - The first will likely be an emergency advance and may include additional living expenses.
 - The payment for your personal property and any additional living expenses will be made out to you.
 - Payments for the structure may be payable to you and your lien holder if there is a mortgage on your home.
- Your initial payment is made on an actual cash value basis (after depreciation). If you have a replacement cost based insurance policy (no deduction for depreciation), the insurance company will pay the rest of the amount **AFTER** completion of repairs/replacement (and production of receipts).

Making Repairs

- Fraudsters take advantage of the chaos following a wildfire.
 - When choosing a contractor to make repairs, check licensing and references before hiring.
 - **Nevada State Contractors Board:** To verify if a contractor is licensed or not -
 - On the web: www.nscb.nv.gov and do “**online searches**”
 - Via telephone: **(775) 688-1141**
 - *Check the Washoe Drive fire news release on NSCB website.*
- Always insist on a written estimate before repairs begin and do not sign any contracts before the adjuster has examined the damage.
 - The adjuster may want to see the estimate before you begin making repairs.
- Do not pay a contractor the full amount up front or sign over your insurance settlement payment.
- If a restoration company is hired to clean/remove items damaged due to smoke, soot, ash, or fire, we encourage you to be present when the service is performed.
- If the contractor finds hidden damage that was not discovered in the original assessment by the adjuster, contact your insurance company to resolve the difference.
 - For any disagreements that cannot be resolved, contact the Division for assistance with your claim.

Additional Information

- If your insurance company delays in responding to your claim, call the claims department to find out if an adjuster has been assigned.
 - Verify your contact details, especially if you have evacuated your home. Call the Division for assistance if the delay is unreasonable.
- Even after settling your claim, if you think of items that were not in your initial loss list, contact your insurance company.
 - Unless the company has paid the entire limit for the coverage of those types of items, the company may make an additional payment.
- If your damages exceed the amount of your coverage, federal agencies will occasionally provide grants or low-interest loans to assist with recovery following major disasters. Check with your local disaster center or the Division for more information.
- Once you have re-established your home:
 - Take time to do a new home inventory.
 - Talk with your agent to make sure your home or renter insurance policy is adequate to cover your new property.

Claims

Nevada Law:

- NRS 690B.012
 - 30 days to accept or deny a claim after receipt of proof of loss
 - 30 days to make payments after acceptance of liability
 - Pay interest for any delays in payments after 30 days
- NRS 686A.310
 - Prohibits unfair claims settling practices



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Contact Division of Insurance for assistance or complaints

Contact Us

- **Carson City Office:**

1818 E. College Parkway, Suite 103

Carson City, NV 89706

Main: (775) 687-0700, Fax: (775) 687-0787

- **Las Vegas Office:**

2501 E. Sahara Avenue, Suite 302

Las Vegas, NV 89104

Main: (702) 486-4009, Fax: (702) 486-4007

- **Toll Free:** (888) 872-3234

- **Web:** doi.nv.gov



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How to file a complaint

- **Office:** Fill out a complaint form at our office in Carson City.
- **Web site:** Go to doi.nv.gov → “Consumers” → “How to Submit”
 - Download the complaint form and submit in person or mail/FAX
 - Or submit a complaint online

The screenshot shows the homepage of the Nevada Division of Insurance. At the top, the navigation menu includes 'Welcome', 'Consumers', 'Captive Insurers', 'Insurers', 'Producers', and 'Self-Insured'. The 'Consumers' link is circled in red. Below the navigation, there is a section titled 'We're here for you' with a sub-heading 'Formal Complaints: How to Submit' circled in red. The page also features a 'License Look-up Tool', 'Division Links', 'State of Nevada Links', and 'Consumer Information' sections. A purple arrow points from the 'Consumers' link to the 'Formal Complaints: How to Submit' link. Another purple arrow points from the 'Formal Complaints: How to Submit' link to the 'How to Submit' link in the navigation menu.

Department of Business and Industry
Nevada Division of Insurance
Scott J. Kipper Commissioner

Navigation: Welcome, **Consumers**, Captive Insurers, Insurers, Producers, Self-Insured

License Look-up Tool
Use the Nevada License Inquiry Service to verify the license of an insurance producer, agency or company

Division Links
Commissioner: Scott J. Kipper
Bulletins
Hearings/Meetings
Press Releases
Nevada Insurance Market Report

New
Nevada Health Rate Review

Update
Nevada LIVE Implementation Update

State of Nevada Links
State of Nevada
Business and Industry
Nevada Secretary of State
Nevada Attorney General
Division of Industrial Relations
Governor's Office for Consumer Health Assistance
Fight Fraud Task Force
Nevada Legislature
Nevada Revised Statutes (NRS)
Nevada Administrative Code (NAC)
Nevada Register (Regulation Tracking)

We're here for you

The Consumer Services Section of the Nevada Division of Insurance handles all requests for consumer assistance. We can help you understand your policy and answer any questions you might have regarding claims or companies.

We urge all consumers who are having trouble to first try to resolve any problems with their insurance company or agent. If however, such attempts are unsuccessful, we invite consumers to submit a formal Complaint, and one of our staff members will be happy to act as a liaison, working with the consumer and their insurance company or agent to help resolve the problem.

Formal Complaints: How to Submit

Consumer Information
Consumer Services FAQs
Frequently Asked Questions about Credit-Based Insurance Scores
When faced with a loss: How you can make the claims process easier
HIPAA basic and standard plans
High Risk Pool: How to Apply
High Risk Pool: Rates (PCIP)
Glossary of Insurance terms
Policy Forms Used by the Top 10 Homeowners' Insurance Groups in Nevada
Policy Forms Used by the Top 10 Private Passenger Automobile Insurance Groups in Nevada

Your Source for Reform Information
Health Care Reform

Consumer Alerts
FEMA National Flood Insurance Program FAQs
Disaster Preparedness

Public Service Announcement
"Right Fit" Nevada Version

Around here,
we don't look backwards
for very long...

We keep moving forward

WALT DISNEY