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Proposed Committee Substitute by the Committee on Banking and Insurance

A bill to be entitled

An act relating to property insurance; amending s. 624.408, F.S.; revising the minimum surplus as to policyholders which must be maintained by certain insurers; authorizing the Office of Insurance Regulation to reduce the surplus requirement under specified circumstances; amending s. 626.9744, F.S.; requiring insurers to use retail cost quotations or estimates based on current market prices in determining repair or replacement cost estimates; amending s. 627.062, F.S.; requiring that the office issue an approval rather than a notice of intent to approve following its approval of a file and use filing; prohibiting the Office of Insurance Regulation from, directly or indirectly, prohibiting an insurer from paying acquisition costs based on the full amount of the premium; prohibiting the Office of Insurance Regulation from, directly or indirectly, impeding the right of an insurer to acquire policyholders, advertise or appoint agents, or regulate agent commissions; authorizing an insurer to make a rate filing limited to changes in the cost of reinsurance, the cost of financing products used as a replacement for reinsurance, or changes in an inflation trend factor published annually by the Office of Insurance Regulation; providing that certain rate filings need not be certified by the chief executive officer or



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chief actuarial officer of an insurer; providing that an insurer may use this provision only if the increase from such filing and any other rate filing does not exceed 10 percent for any policyholder in a policy year; deleting provisions relating to a rate filing for financing products relating to the Temporary Increase in Coverage Limits; revising the information that must be included in a rate filing relating to certain reinsurance or financing products; deleting a provision that prohibited an insurer from making certain rate filings within a certain period of time after a rate increase; deleting a provision prohibiting an insurer from filing for a rate increase within 6 months after it makes certain rate filings; specifying the information that an insurer must include in a rate filing based on the change in an inflation trend factor published by the Office of Insurance Regulation; requiring that the office annually publish one or more inflation trend factors; exempting the inflation trend factors from rulemaking; providing that an insurer is not required to adopt an inflation trend factor; requiring the Office of Insurance Regulation to propose a plan for developing a website, contingent upon an appropriation, which provides consumers with information necessary to make an informed decision when purchasing homeowners' insurance; requiring that the Financial Services Commission review the proposed plan to implement the website; specifying matters that the Office of



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Insurance Regulation must consider in developing the website; deleting obsolete provisions relating to legislation enacted during the 2003 Special Session D of the Legislature; amending s. 627.0629, F.S.; providing legislative intent that insurers provide consumers with accurate pricing signals for alterations in order to minimize losses, but that mitigation discounts not result in a loss of income for the insurer; requiring rate filings for residential property insurance to include actuarially reasonable debits that provide proper pricing; providing for an increase in base rates if mitigation discounts exceed the aggregate reduction in expected losses; requiring the Office of Insurance Regulation to reevaluate discounts, debits, credits, and other rate differentials by a certain date; requiring the Office of Insurance Regulation, in consultation with the Department of Financial Services and the Department of Community Affairs, to develop a method for insurers to establish debits for certain hurricane mitigation measures by a certain date; requiring the Financial Services Commission to adopt rules relating to such debits by a certain date; deleting a provision that prohibits an insurer from including an expense or profit load in the cost of reinsurance to replace the Temporary Increase in Coverage Limits; amending s. 627.4133, F.S.; authorizing an insurer to cancel policies after 45 days' notice if the Office of Insurance Regulation determines that the cancellation



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of policies is necessary to protect the interests of the public or policyholders; authorizing the Office of Insurance Regulation to place an insurer under administrative supervision or appoint a receiver upon the consent of the insurer under certain circumstances; amending s. 627.7011, F.S.; excluding the loss of a roof that is more than 20 years old from the losses that must be covered by a homeowner's policy on the basis of replacement costs; authorizing an insurer to pay the actual cash value for certain losses, but requiring the insurer to pay the reservation or holdback when the insured executes a contract to replace or repair a dwelling or property or provides a receipt to replace personal property; amending s. 627.7015, F.S.; requiring the Department of Financial Services to prepare a statement or information by rule which must be included in a notice by an insurer informing claimants of the right to participate in a mediation program; specifying documentation that an insurer and insured must provide to a mediator in a dispute over an estimate to repair or replace property; requiring the Department of Financial Services to adopt rules specifying the type of documentation that must be submitted during a mediation; defining the term "claim dispute" as it relates to disputes between an insurer and insured; amending s. 631.011, F.S.; redefining the term "affiliate" to include certain entities that retail, broker, administer, or underwrite insurance policies



on behalf of an insurer; amending s. 631.021, F.S.; providing that the Circuit Court of Leon County is the venue for certain actions collateral to a delinquency proceeding involving an insurer; providing that the Circuit Court of Leon County has exclusive jurisdiction to identify funds, assets, and property belonging to certain entities placed under receivership; amending s. 631.025, F.S.; specifying the persons over which the court in a delinquency proceeding has exclusive jurisdiction; providing an effective date.

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Be It Enacted by the Legislature of the State of Florida:

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Section 1. Section 624.408, Florida Statutes, is amended to read:

- 624.408 Surplus as to policyholders required; new and existing insurers.-
- (1) (a) To maintain a certificate of authority to transact any one kind or combinations of kinds of insurance, as defined in part V of this chapter, an insurer in this state shall at all times maintain surplus as to policyholders at least not less than the greater of:
- (a) 1. Except as provided in paragraphs (e), (f), and (g) subparagraph 5. and paragraph (b), \$1.5 million;
- 140 (b) 2. For life insurers, 4 percent of the insurer's total 141 liabilities;
 - (c) $\frac{3}{1}$. For life and health insurers, 4 percent of the insurer's total liabilities plus 6 percent of the insurer's



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liabilities relative to health insurance; or

(d) 4. For all insurers other than mortgage quaranty insurers, life insurers, and life and health insurers, 10 percent of the insurer's total liabilities.

- (e) 5. For property and casualty insurers, \$4 million, except property and casualty insurers authorized to underwrite any line of residential property insurance.
- (f) (b) For a residential any property and casualty insurer not holding a certificate of authority before July 1, 2010 on December 1, 1993, \$15 million. the
- (q) For a residential property insurer having a certificate of authority before July 1, 2010, \$5 million until July 1, 2015, and \$15 million after July 1, 2015. The office may reduce this surplus requirement if the insurer is not writing new business, has premiums in force of less than \$1 million per year in residential property insurance, or is a mutual insurance company. following amounts apply instead of the \$4 million required by subparagraph (a) 5.:
- 1. On December 31, 2001, and until December 30, 2002, \$3 million.
- 2. On December 31, 2002, and until December 30, million.
- 3. On December 31, 2003, and until December 30, 2004, \$3.6 million.
 - 4. On December 31, 2004, and thereafter, \$4 million.
- (2) For purposes of this section, liabilities do shall not include liabilities required under s. 625.041(4). For purposes of computing minimum surplus as to policyholders pursuant to s. 625.305(1), liabilities shall include liabilities required under



s. 625.041(4).

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- (3) This section does not require any No insurer shall be required under this section to have surplus as to policyholders greater than \$100 million.
- (4) A mortgage guaranty insurer shall maintain a minimum surplus as required by s. 635.042.

Section 2. Section 626.9744, Florida Statutes, is amended to read:

- 626.9744 Claim settlement practices relating to property insurance.-Unless otherwise provided by the policy, if when a homeowner's insurance policy provides for the adjustment and settlement of first-party losses based on repair or replacement cost, the following requirements apply:
- (1) When a loss requires repair or replacement of an item or part, any physical damage incurred in making such repair or replacement which is covered and not otherwise excluded by the policy shall be included in the loss to the extent of any applicable limits. The insured may not be required to pay for betterment required by ordinance or code except for the applicable deductible, unless specifically excluded or limited by the policy.
- (2) When a loss requires replacement of items and the replaced items do not match in quality, color, or size, the insurer shall make reasonable repairs or replacement of items in adjoining areas. In determining the extent of the repairs or replacement of items in adjoining areas, the insurer may consider the cost of repairing or replacing the undamaged portions of the property, the degree of uniformity that can be achieved without such cost, the remaining useful life of the



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undamaged portion, and other relevant factors.

- (3) In determining repair or replacement cost estimates, the insurer shall use only the following:
- (a) The retail cost using quotations obtained by the insurer or insured from licensed contractors or retail establishments in the local market area; or
- (b) Computer software or other databases that produce estimates based on market prices for products, materials, and labor in the local geographic region, if the pertinent portions of the valuation documents generated by a database are provided by the insurer to the first-party insured upon request.
- (4) (3) This section does shall not be construed to make the insurer a warrantor of the repairs made pursuant to this section.
- (5) (4) Nothing in This section does not shall be construed to authorize or preclude enforcement of policy provisions relating to settlement disputes.
- Section 3. Section 627.062, Florida Statutes, is amended to read:
 - 627.062 Rate standards.-
- (1) The rates for all classes of insurance to which the provisions of this part are applicable shall not be excessive, inadequate, or unfairly discriminatory.
 - (2) As to all such classes of insurance:
- (a) Insurers or rating organizations shall establish and use rates, rating schedules, or rating manuals to allow the insurer a reasonable rate of return on such classes of insurance written in this state. A copy of rates, rating schedules, rating manuals, premium credits or discount schedules, and surcharge



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schedules, and changes thereto, shall be filed with the office under one of the following procedures except as provided in subparagraph 3.:

- 1. If the filing is made at least 90 days before the proposed effective date and the filing is not implemented during the office's review of the filing and any proceeding and judicial review, then such filing shall be considered a "file and use" filing. In such case, the office shall finalize its review by issuance of an approval a notice of intent to approve or a notice of intent to disapprove within 90 days after receipt of the filing. The approval notice of intent to approve and the notice of intent to disapprove constitute agency action for purposes of the Administrative Procedure Act. Requests for supporting information, requests for mathematical or mechanical corrections, or notification to the insurer by the office of its preliminary findings shall not toll the 90-day period during any such proceedings and subsequent judicial review. The rate shall be deemed approved if the office does not issue an approval a notice of intent to approve or a notice of intent to disapprove within 90 days after receipt of the filing.
- 2. If the filing is not made in accordance with the provisions of subparagraph 1., such filing shall be made as soon as practicable, but no later than 30 days after the effective date, and shall be considered a "use and file" filing. An insurer making a "use and file" filing is potentially subject to an order by the office to return to policyholders portions of rates found to be excessive, as provided in paragraph (h).
- 3. For all property insurance filings made or submitted after January 25, 2007, but before December 31, 2012 2010, an



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insurer seeking a rate that is greater than the rate most recently approved by the office shall make a "file and use" filing. For purposes of this subparagraph, motor vehicle collision and comprehensive coverages are not considered to be property coverages.

- (b) Upon receiving a rate filing, the office shall review the rate filing to determine if a rate is excessive, inadequate, or unfairly discriminatory. In making that determination, the office shall, in accordance with generally accepted and reasonable actuarial techniques, consider the following factors:
- 1. Past and prospective loss experience within and without this state.
 - 2. Past and prospective expenses.
- 3. The degree of competition among insurers for the risk insured.
- 4. Investment income reasonably expected by the insurer, consistent with the insurer's investment practices, from investable premiums anticipated in the filing, plus any other expected income from currently invested assets representing the amount expected on unearned premium reserves and loss reserves. The commission may adopt rules using reasonable techniques of actuarial science and economics to specify the manner in which insurers shall calculate investment income attributable to such classes of insurance written in this state and the manner in which such investment income shall be used to calculate insurance rates. Such manner shall contemplate allowances for an underwriting profit factor and full consideration of investment income which produce a reasonable rate of return; however, investment income from invested surplus may not be considered.



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- 5. The reasonableness of the judgment reflected in the filing.
- 6. Dividends, savings, or unabsorbed premium deposits allowed or returned to Florida policyholders, members, or subscribers.
 - 7. The adequacy of loss reserves.
- 8. The cost of reinsurance. The office shall not disapprove a rate as excessive solely due to the insurer having obtained catastrophic reinsurance to cover the insurer's estimated 250year probable maximum loss or any lower level of loss.
- 9. Trend factors, including trends in actual losses per insured unit for the insurer making the filing.
 - 10. Conflagration and catastrophe hazards, if applicable.
- 11. Projected hurricane losses, if applicable, which must be estimated using a model or method found to be acceptable or reliable by the Florida Commission on Hurricane Loss Projection Methodology, and as further provided in s. 627.0628.
- 12. A reasonable margin for underwriting profit and contingencies.
 - 13. The cost of medical services, if applicable.
- 14. Other relevant factors which impact upon the frequency or severity of claims or upon expenses.
- (c) In the case of fire insurance rates, consideration shall be given to the availability of water supplies and the experience of the fire insurance business during a period of not less than the most recent 5-year period for which such experience is available.
- (d) If conflagration or catastrophe hazards are given consideration by an insurer in its rates or rating plan,



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including surcharges and discounts, the insurer shall establish a reserve for that portion of the premium allocated to such hazard and shall maintain the premium in a catastrophe reserve. Any removal of such premiums from the reserve for purposes other than paying claims associated with a catastrophe or purchasing reinsurance for catastrophes shall be subject to approval of the office. Any ceding commission received by an insurer purchasing reinsurance for catastrophes shall be placed in the catastrophe reserve.

- (e) After consideration of the rate factors provided in paragraphs (b), (c), and (d), a rate may be found by the office to be excessive, inadequate, or unfairly discriminatory based upon the following standards:
- 1. Rates shall be deemed excessive if they are likely to produce a profit from Florida business that is unreasonably high in relation to the risk involved in the class of business or if expenses are unreasonably high in relation to services rendered.
- 2. Rates shall be deemed excessive if, among other things, the rate structure established by a stock insurance company provides for replenishment of surpluses from premiums, when the replenishment is attributable to investment losses.
- 3. Rates shall be deemed inadequate if they are clearly insufficient, together with the investment income attributable to them, to sustain projected losses and expenses in the class of business to which they apply.
- 4. A rating plan, including discounts, credits, or surcharges, shall be deemed unfairly discriminatory if it fails to clearly and equitably reflect consideration of the policyholder's participation in a risk management program



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adopted pursuant to s. 627.0625.

- 5. A rate shall be deemed inadequate as to the premium charged to a risk or group of risks if discounts or credits are allowed which exceed a reasonable reflection of expense savings and reasonably expected loss experience from the risk or group of risks.
- 6. A rate shall be deemed unfairly discriminatory as to a risk or group of risks if the application of premium discounts, credits, or surcharges among such risks does not bear a reasonable relationship to the expected loss and expense experience among the various risks.
- (f) In reviewing a rate filing, the office may require the insurer to provide at the insurer's expense all information necessary to evaluate the condition of the company and the reasonableness of the filing according to the criteria enumerated in this section.
- (g) The office may at any time review a rate, rating schedule, rating manual, or rate change; the pertinent records of the insurer; and market conditions. If the office finds on a preliminary basis that a rate may be excessive, inadequate, or unfairly discriminatory, the office shall initiate proceedings to disapprove the rate and shall so notify the insurer. However, the office may not disapprove as excessive any rate for which it has given final approval or which has been deemed approved for a period of 1 year after the effective date of the filing unless the office finds that a material misrepresentation or material error was made by the insurer or was contained in the filing. Upon being so notified, the insurer or rating organization shall, within 60 days, file with the office all information



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which, in the belief of the insurer or organization, proves the reasonableness, adequacy, and fairness of the rate or rate change. The office shall issue a notice of intent to approve or a notice of intent to disapprove pursuant to the procedures of paragraph (a) within 90 days after receipt of the insurer's initial response. In such instances and in any administrative proceeding relating to the legality of the rate, the insurer or rating organization shall carry the burden of proof by a preponderance of the evidence to show that the rate is not excessive, inadequate, or unfairly discriminatory. After the office notifies an insurer that a rate may be excessive, inadequate, or unfairly discriminatory, unless the office withdraws the notification, the insurer shall not alter the rate except to conform with the office's notice until the earlier of 120 days after the date the notification was provided or 180 days after the date of the implementation of the rate. The office may, subject to chapter 120, disapprove without the 60day notification any rate increase filed by an insurer within the prohibited time period or during the time that the legality of the increased rate is being contested.

(h) If In the event the office finds that a rate or rate change is excessive, inadequate, or unfairly discriminatory, the office shall issue an order of disapproval specifying that a new rate or rate schedule which responds to the findings of the office be filed by the insurer. The office shall further order, for any "use and file" filing made in accordance with subparagraph (a) 2., that premiums charged each policyholder constituting the portion of the rate above that which was actuarially justified be returned to such policyholder in the



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form of a credit or refund. If the office finds that an insurer's rate or rate change is inadequate, the new rate or rate schedule filed with the office in response to such a finding shall be applicable only to new or renewal business of the insurer written on or after the effective date of the responsive filing.

- (i) 1. Except as otherwise specifically provided in this chapter, the office shall not, directly or indirectly, prohibit any insurer, including any residual market plan or joint underwriting association, from paying acquisition costs based on the full amount of premium, as defined in s. 627.403, applicable to any policy, or directly or indirectly prohibit any such insurer from including the full amount of acquisition costs in a rate filing.
- 2. Notwithstanding subparagraph (e) 1., the office shall not:
- a. Disapprove or require an amendment to any rate filing based upon the reasonableness of expenses for acquisition costs paid for advertising or compensation to insurance agents who are not employees; or
- b. Directly or indirectly, impede, abridge, or otherwise compromise an insurer's right to acquire policyholders, advertise, or appoint agents, including the calculation, manner, or amount of such agent commissions, if any.
- (j) With respect to residential property insurance rate filings, the rate filing must account for mitigation measures undertaken by policyholders to reduce hurricane losses.
- (k) 1.a. An insurer may make a separate filing limited solely to an adjustment of its rates for reinsurance, the cost



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of financing products used as a replacement for reinsurance, or financing costs incurred in the purchase of reinsurance, and an inflation trend factor published by the office pursuant to subparagraph 4. The filing need not be certified by the chief executive officer or the chief actuarial officer of the insurer pursuant to subsection (9). If an insurer chooses to make a separate filing under this paragraph, it must implement the rate in such a manner that all rate increases implemented as a result of the separate filing, together with rate increases associated with any other rate filing, do or financing products to replace or finance the payment of the amount covered by the Temporary Increase in Coverage Limits (TICL) portion of the Florida Hurricane Catastrophe Fund including replacement reinsurance for the TICL reductions made pursuant to s. 215.555(17)(e); the actual cost paid due to the application of the TICL premium factor pursuant to s. 215.555(17)(f); and the actual cost paid due to the application of the cash build-up factor pursuant to s. 215.555(5)(b) if the insurer:

a. Elects to purchase financing products such as a liquidity instrument or line of credit, in which case the cost included in the filing for the liquidity instrument or line of credit may not result in a premium increase exceeding 3 percent for any individual policyholder. All costs contained in the filing may not result in an overall premium increase of more than 10 percent for any individual policyholder within the same policy year.

b. An insurer that makes a filing relating to reinsurance or financing products must include the following Includes in the filing: a copy of all of its reinsurance, liquidity instrument,



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or line of credit contracts; proof of the billing or payment for the contracts; and the calculation upon which the proposed rate change is based demonstrating demonstrates that the costs meet the criteria of this section and are not loaded for expenses or profit for the insurer making the filing.

- c. Any filing made pursuant this paragraph may include only the Includes no other changes to its rates which are expressly authorized by this paragraph in the filing.
- d. Has not implemented a rate increase within the 6 months immediately preceding the filing.
- e. Does not file for a rate increase under any other paragraph within 6 months after making a filing under this paragraph.
- d.f. An insurer that purchases reinsurance or financing products from an affiliated company may make a filing pursuant to in compliance with this paragraph does so only if the costs for such reinsurance or financing products are charged at or below charges made for comparable coverage by nonaffiliated reinsurers or financial entities making such coverage or financing products available in this state.
- e. An insurer that makes a filing as the result of a change in an inflation trend factor published by the office need support that filing only with rates and rating examples and an explanation demonstrating the insurer's eligibility to adopt the inflation trend factor.
- 2. An insurer may only make only one filing in any 12-month period under this paragraph.
- 3. An insurer that elects to implement a rate change under this paragraph must file its rate filing with the office at



least 45 days before the effective date of the rate change. After an insurer submits a complete filing that meets all of the requirements of this paragraph, the office has 45 days after the date of the filing to review the rate filing and determine if the rate is excessive, inadequate, or unfairly discriminatory.

4. Beginning January 1, 2011, the office shall publish an annual informational memorandum to establish one or more inflation trend factors that may be stated separately for personal and residential property and for building coverage, contents coverage, additional living expense coverage, and liability coverage, if applicable. These factors shall represent an estimate of cost increases or decreases based upon publicly available relevant data and economic indices that are identified in the memorandum. Such factors are exempt from the rulemaking requirements of chapter 120, and insurers are not required to adopt the factors. The office may publish factors for any line of insurance, but is required to publish a factor only for residential property insurance.

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The provisions of this subsection do shall not apply to workers' compensation and employer's liability insurance and to motor vehicle insurance.

(3) (a) For individual risks that are not rated in accordance with the insurer's rates, rating schedules, rating manuals, and underwriting rules filed with the office and which have been submitted to the insurer for individual rating, the insurer must maintain documentation on each risk subject to individual risk rating. The documentation must identify the named insured and specify the characteristics and classification



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of the risk supporting the reason for the risk being individually risk rated, including any modifications to existing approved forms to be used on the risk. The insurer must maintain these records for a period of at least 5 years after the effective date of the policy.

- (b) Individual risk rates and modifications to existing approved forms are not subject to this part or part II, except for paragraph (a) and ss. 627.402, 627.403, 627.4035, 627.404, 627.405, 627.406, 627.407, 627.4085, 627.409, 627.4132, 627.4133, 627.415, 627.416, 627.417, 627.419, 627.425, 627.426, 627.4265, 627.427, and 627.428, but are subject to all other applicable provisions of this code and rules adopted thereunder.
- (c) This subsection does not apply to private passenger motor vehicle insurance.
- (4) (a) Contingent on specific appropriations made to implement this subsection, in order to enhance the ability of consumers to compare premiums and to increase the accuracy and usefulness of rate and product comparison information for homeowners' insurance, the office shall develop or contract with a private entity to develop a comprehensive program for providing the consumer with all available information necessary to make an informed purchase of the insurance product that best serves the needs of the individual.
- (b) In developing the comprehensive program, the office shall rely as much as is practical on information that is currently available and shall consider:
- 1. The most efficient means for developing, hosting, and operating a separate website that consolidates all consumer information for price comparisons, filed complaints, financial



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strength, underwriting, and receivership information and other data useful to consumers;

- 2. Whether all admitted insurers should be required to submit additional information to populate the composite website and how often such submissions must be made;
- 3. Whether all admitted insurers should be required to provide links from the website into each individual insurer's website in order to enable consumers to access product rate information and apply for quotations;
- 4. Developing a plan to publicize the existence, availability, and value of the website; and
- 5. Any other provision that would make relevant homeowners' insurance information more readily available so that consumers can make informed product comparisons and purchasing decisions.
- (c) Before establishing the program or website, the office shall conduct a cost-benefit analysis to determine the most effective approach for establishing and operating the program and website. Based on the results of the analysis, the office shall submit a proposed implementation plan for review and approval by the Financial Services Commission. The implementation plan shall include an estimated timeline for establishing the program and website; a description of the data and functionality to be provided by the site, a strategy for publicizing the website to consumers; a recommended approach for developing, hosting, and operating the website; and an estimate of all major nonrecurring and recurring costs required to establish and operate the website. Upon approval of the plan, the office may initiate the establishment of the program.
 - (5) (4) The establishment of any rate, rating



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classification, rating plan or schedule, or variation thereof in violation of part IX of chapter 626 is also in violation of this section. In order to enhance the ability of consumers to compare premiums and to increase the accuracy and usefulness of ratecomparison information provided by the office to the public, the office shall develop a proposed standard rating territory plan to be used by all authorized property and casualty insurers for residential property insurance. In adopting the proposed plan, the office may consider geographical characteristics relevant to risk, county lines, major roadways, existing rating territories used by a significant segment of the market, and other relevant factors. Such plan shall be submitted to the President of the Senate and the Speaker of the House of Representatives by January 15, 2006. The plan may not be implemented unless authorized by further act of the Legislature.

(6) (5) With respect to a rate filing involving coverage of the type for which the insurer is required to pay a reimbursement premium to the Florida Hurricane Catastrophe Fund, the insurer may fully recoup in its property insurance premiums any reimbursement premiums paid to the Florida Hurricane Catastrophe Fund, together with reasonable costs of other reinsurance, but except as otherwise provided in this section, may not recoup reinsurance costs that duplicate coverage provided by the Florida Hurricane Catastrophe Fund. An insurer may not recoup more than 1 year of reimbursement premium at a time. Any under-recoupment from the prior year may be added to the following year's reimbursement premium, and any overrecoupment shall be subtracted from the following year's reimbursement premium.



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(7) (6) (a) If an insurer requests an administrative hearing pursuant to s. 120.57 related to a rate filing under this section, the director of the Division of Administrative Hearings shall expedite the hearing and assign an administrative law judge who shall commence the hearing within 30 days after the receipt of the formal request and shall enter a recommended order within 30 days after the hearing or within 30 days after receipt of the hearing transcript by the administrative law judge, whichever is later. Each party shall be allowed 10 days in which to submit written exceptions to the recommended order. The office shall enter a final order within 30 days after the entry of the recommended order. The provisions of this paragraph may be waived upon stipulation of all parties.

- (b) Upon entry of a final order, the insurer may request a expedited appellate review pursuant to the Florida Rules of Appellate Procedure. It is the intent of the Legislature that the First District Court of Appeal grant an insurer's request for an expedited appellate review.
- $(8) \frac{(7)}{(7)}$ (a) The provisions of this subsection apply only with respect to rates for medical malpractice insurance and shall control to the extent of any conflict with other provisions of this section.
- (b) Any portion of a judgment entered or settlement paid as a result of a statutory or common-law bad faith action and any portion of a judgment entered which awards punitive damages against an insurer may not be included in the insurer's rate base, and shall not be used to justify a rate or rate change. Any common-law bad faith action identified as such, any portion of a settlement entered as a result of a statutory or common-law



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action, or any portion of a settlement wherein an insurer agrees to pay specific punitive damages may not be used to justify a rate or rate change. The portion of the taxable costs and attorney's fees which is identified as being related to the bad faith and punitive damages in these judgments and settlements may not be included in the insurer's rate base and may not be used utilized to justify a rate or rate change.

- (c) Upon reviewing a rate filing and determining whether the rate is excessive, inadequate, or unfairly discriminatory, the office shall consider, in accordance with generally accepted and reasonable actuarial techniques, past and present prospective loss experience, either using loss experience solely for this state or giving greater credibility to this state's loss data after applying actuarially sound methods of assigning credibility to such data.
- (d) Rates shall be deemed excessive if, among other standards established by this section, the rate structure provides for replenishment of reserves or surpluses from premiums when the replenishment is attributable to investment losses.
- (e) The insurer must apply a discount or surcharge based on the health care provider's loss experience or shall establish an alternative method giving due consideration to the provider's loss experience. The insurer must include in the filing a copy of the surcharge or discount schedule or a description of the alternative method used, and must provide a copy of such schedule or description, as approved by the office, to policyholders at the time of renewal and to prospective policyholders at the time of application for coverage.



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(f) Each medical malpractice insurer must make a rate filing under this section, sworn to by at least two executive officers of the insurer, at least once each calendar year.

(8) (a) 1. No later than 60 days after the effective date of medical malpractice legislation enacted during the 2003 Special Session D of the Florida Legislature, the office shall calculate a presumed factor that reflects the impact that the changes contained in such legislation will have on rates for medical malpractice insurance and shall issue a notice informing all insurers writing medical malpractice coverage of such presumed factor. In determining the presumed factor, the office shall use generally accepted actuarial techniques and standards provided in this section in determining the expected impact on losses, expenses, and investment income of the insurer. To the extent that the operation of a provision of medical malpractice legislation enacted during the 2003 Special Session D of the Florida Legislature is stayed pending a constitutional challenge, the impact of that provision shall not be included in the calculation of a presumed factor under this subparagraph.

2. No later than 60 days after the office issues its notice of the presumed rate change factor under subparagraph 1., each insurer writing medical malpractice coverage in this state shall submit to the office a rate filing for medical malpractice insurance, which will take effect no later than January 1, 2004, and apply retroactively to policies issued or renewed on or after the effective date of medical malpractice legislation enacted during the 2003 Special Session D of the Florida Legislature. Except as authorized under paragraph (b), the filing shall reflect an overall rate reduction at least as great



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as the presumed factor determined under subparagraph 1. With respect to policies issued on or after the effective date of such legislation and prior to the effective date of the rate filing required by this subsection, the office shall order the insurer to make a refund of the amount that was charged in excess of the rate that is approved.

(b) Any insurer or rating organization that contends that the rate provided for in paragraph (a) is excessive, inadequate, or unfairly discriminatory shall separately state in its filing the rate it contends is appropriate and shall state with specificity the factors or data that it contends should be considered in order to produce such appropriate rate. The insurer or rating organization shall be permitted to use all of the generally accepted actuarial techniques provided in this section in making any filing pursuant to this subsection. The office shall review each such exception and approve or disapprove it prior to use. It shall be the insurer's burden to actuarially justify any deviations from the rates required to be filed under paragraph (a). The insurer making a filing under this paragraph shall include in the filing the expected impact of medical malpractice legislation enacted during the 2003 Special Session D of the Florida Legislature on losses, expenses, and rates.

(c) If any provision of medical malpractice legislation enacted during the 2003 Special Session D of the Florida Legislature is held invalid by a court of competent jurisdiction, the office shall permit an adjustment of all medical malpractice rates filed under this section to reflect the impact of such holding on such rates so as to ensure that



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the rates are not excessive, inadequate, or unfairly discriminatory.

- (d) Rates approved on or before July 1, 2003, for medical malpractice insurance shall remain in effect until the effective date of a new rate filing approved under this subsection.
- (e) The calculation and notice by the office of the presumed factor pursuant to paragraph (a) is not an order or rule that is subject to chapter 120. If the office enters into a contract with an independent consultant to assist the office in calculating the presumed factor, such contract shall not be subject to the competitive solicitation requirements of s. 287.057.
- (9) (a) The chief executive officer or chief financial officer of a property insurer and the chief actuary of a property insurer must certify under oath and subject to the penalty of perjury, on a form approved by the commission, the following information, which must accompany a rate filing:
- 1. The signing officer and actuary have reviewed the rate filing;
- 2. Based on the signing officer's and actuary's knowledge, the rate filing does not contain any untrue statement of a material fact or omit to state a material fact necessary in order to make the statements made, in light of the circumstances under which such statements were made, not misleading;
- 3. Based on the signing officer's and actuary's knowledge, the information and other factors described in paragraph (2) (b), including, but not limited to, investment income, fairly present in all material respects the basis of the rate filing for the periods presented in the filing; and



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- 4. Based on the signing officer's and actuary's knowledge, the rate filing reflects all premium savings that are reasonably expected to result from legislative enactments and are in accordance with generally accepted and reasonable actuarial techniques.
- (b) A signing officer or actuary knowingly making a false certification under this subsection commits a violation of s. 626.9541(1) (e) and is subject to the penalties under s. 626.9521.
- (c) Failure to provide such certification by the officer and actuary shall result in the rate filing being disapproved without prejudice to be refiled.
- (d) The commission may adopt rules and forms pursuant to ss. 120.536(1) and 120.54 to administer this subsection.
- (10) The burden is on the office to establish that rates are excessive for personal lines residential coverage with a dwelling replacement cost of \$1 million or more or for a single condominium unit with a combined dwelling and contents replacement cost of \$1 million or more. Upon request of the office, the insurer shall provide to the office such loss and expense information as the office reasonably needs to meet this burden.
- (11) Any interest paid pursuant to s. 627.70131(5) may not be included in the insurer's rate base and may not be used to justify a rate or rate change.
- Section 4. Section 627.0629, Florida Statutes, is amended to read:
 - 627.0629 Residential property insurance; rate filings.
 - (1)(a) It is the intent of the Legislature that insurers



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must provide the most accurate pricing signals available savings to encourage consumers to who install or implement windstorm damage mitigation techniques, alterations, or solutions to their properties to prevent windstorm losses. It is also the intent of the Legislature that implementation of mitigation discounts not result in a loss of income to the insurers granting the discounts, so that the aggregate of mitigation discounts should not exceed the aggregate of the expected reduction in loss that is attributable to the mitigation efforts for which discounts are granted. A rate filing for residential property insurance must include actuarially reasonable discounts, credits, debits, or other rate differentials, or appropriate reductions in deductibles, which provide the proper pricing for all properties. The rate filing must take into account the presence or absence of on which fixtures or construction techniques demonstrated to reduce the amount of loss in a windstorm have been installed or implemented. The fixtures or construction techniques shall include, but not be limited to, fixtures or construction techniques that which enhance roof strength, roof covering performance, roof-to-wall strength, wall-to-floor-tofoundation strength, opening protection, and window, door, and skylight strength. Credits, debits, discounts, or other rate differentials, or appropriate reductions or increases in deductibles, which recognize the presence or absence of for fixtures and construction techniques that which meet the minimum requirements of the Florida Building Code must be included in the rate filing. <u>If an insurer demonstrates that the aggregate</u> of its mitigation discounts results in a reduction to revenue which exceeds the reduction of the aggregate loss that is



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expected to result from the mitigation, that insurer may recover the lost revenue through an increase in its base rates. All insurance companies must make a rate filing which includes the credits, discounts, or other rate differentials or reductions in deductibles by February 28, 2003. By July 1, 2007, the office shall reevaluate the discounts, credits, other rate differentials, and appropriate reductions in deductibles for fixtures and construction techniques that meet the minimum requirements of the Florida Building Code, based upon actual experience or any other loss relativity studies available to the office. The office shall determine the discounts, credits, debits, other rate differentials, and appropriate reductions or increases in deductibles that reflect the full actuarial value of such revaluation, which may be used by insurers in rate filings.

(b) By February 1, 2011, the Office of Insurance Regulation, in consultation with the Department of Financial Services and the Department of Community Affairs, shall develop and make publicly available a proposed method for insurers to establish discounts, credits, debits, or other rate differentials for hurricane mitigation measures which directly correlate to the numerical rating assigned to a structure pursuant to the uniform home grading scale adopted by the Financial Services Commission pursuant to s. 215.55865, including any proposed changes to the uniform home grading scale. By October 1, 2011, the commission shall adopt rules requiring insurers to make rate filings for residential property insurance which revise insurers' discounts, credits, debits, or other rate differentials for hurricane mitigation measures so



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that such rate differentials correlate directly to the uniform home grading scale. The rules may include such changes to the uniform home grading scale as the commission determines are necessary, and may specify the minimum required discounts, credits, or other rate differentials. Such rate differentials must be consistent with generally accepted actuarial principles and wind-loss mitigation studies. The rules must shall allow a period of at least 2 years after the effective date of the revised mitigation discounts, credits, debits, or other rate differentials for a property owner to obtain an inspection or otherwise qualify for the revised credit or debit, during which time the insurer <u>must</u> shall continue to apply the mitigation credit or debit that was applied immediately before prior to the effective date of the revised credit. Discounts, credits, debits, and other rate differentials established for rate filings under this paragraph shall supersede, after adoption, the discounts, credits, and other rate differentials included in rate filings under paragraph (a).

- (2)(a) A rate filing for residential property insurance made on or before the implementation of paragraph (b) may include rate factors that reflect the manner in which building code enforcement in a particular jurisdiction addresses the risk of wind damage. + However, such a rate filing must also provide for variations from such rate factors on an individual basis based on an inspection of a particular structure by a licensed home inspector, which inspection may be at the cost of the insured.
- (b) A rate filing for residential property insurance made more than 150 days after approval by the office of a building



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code rating factor plan submitted by a statewide rating organization shall include positive and negative rate factors that reflect the manner in which building code enforcement in a particular jurisdiction addresses risk of wind damage. The rate filing shall include variations from standard rate factors on an individual basis based on inspection of a particular structure by a licensed home inspector. If an inspection is requested by the insured, the insurer may require the insured to pay the reasonable cost of the inspection. This paragraph applies to structures constructed or renovated after the implementation of this paragraph.

- (c) The premium notice shall specify the amount by which the rate has been adjusted as a result of this subsection and shall also specify the maximum possible positive and negative adjustments that are approved for use by the insurer under this subsection.
- (3) A rate filing made on or after July 1, 1995, for mobile home owner's insurance must include appropriate discounts, credits, or other rate differentials for mobile homes constructed to comply with American Society of Civil Engineers Standard ANSI/ASCE 7-88, adopted by the United States Department of Housing and Urban Development on July 13, 1994, and that also comply with all applicable tie-down requirements provided by state law.
- (4) The Legislature finds that separate consideration and notice of hurricane insurance premiums will assist consumers by providing greater assurance that hurricane premiums are lawful and by providing more complete information regarding the components of property insurance premiums. Effective January 1,



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1997, A rate filing for residential property insurance shall be separated into two components, rates for hurricane coverage and rates for all other coverages. A premium notice reflecting a rate implemented on the basis of such a filing shall separately indicate the premium for hurricane coverage and the premium for all other coverages.

- (5) In order to provide an appropriate transition period, an insurer may, in its sole discretion, implement an approved rate filing for residential property insurance over a period of years. An insurer electing to phase in its rate filing must provide an informational notice to the office setting out its schedule for implementation of the phased-in rate filing. An insurer may include in its rate the actual cost of private market reinsurance that corresponds to available coverage of the Temporary Increase in Coverage Limits, TICL, from the Florida Hurricane Catastrophe Fund. The insurer may also include the cost of reinsurance to replace the TICL reduction implemented pursuant to s. 215.555(17)(d)9. However, this cost for reinsurance may not include any expense or profit load or result in a total annual base rate increase in excess of 10 percent.
- (6) Any rate filing that is based in whole or part on data from a computer model may not exceed 15 percent unless there is a public hearing.
- (7) An insurer may implement appropriate discounts or other rate differentials of up to 10 percent of the annual premium to mobile home owners who provide to the insurer evidence of a current inspection of tie-downs for the mobile home, certifying that the tie-downs have been properly installed and are in good condition.



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- (8) EVALUATION OF RESIDENTIAL PROPERTY STRUCTURAL SOUNDNESS.-
- (a) It is the intent of the Legislature to provide a program whereby homeowners may obtain an evaluation of the wind resistance of their homes with respect to preventing damage from hurricanes, together with a recommendation of reasonable steps that may be taken to upgrade their homes to better withstand hurricane force winds.
- (b) To the extent that funds are provided for this purpose in the General Appropriations Act, the Legislature hereby authorizes the establishment of a program to be administered by the Citizens Property Insurance Corporation for homeowners insured in the high-risk account.
- (c) The program shall provide grants to homeowners, for the purpose of providing homeowner applicants with funds to conduct an evaluation of the integrity of their homes with respect to withstanding hurricane force winds, recommendations to retrofit the homes to better withstand damage from such winds, and the estimated cost to make the recommended retrofits.
- (d) The Department of Community Affairs shall establish by rule standards to govern the quality of the evaluation, the quality of the recommendations for retrofitting, the eligibility of the persons conducting the evaluation, and the selection of applicants under the program. In establishing the rule, the Department of Community Affairs shall consult with the advisory committee to minimize the possibility of fraud or abuse in the evaluation and retrofitting process, and to ensure that funds spent by homeowners acting on the recommendations achieve positive results.



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- (e) The Citizens Property Insurance Corporation shall identify areas of this state with the greatest wind risk to residential properties and recommend annually to the Department of Community Affairs priority target areas for such evaluations and inclusion with the associated residential construction mitigation program.
- (9) A property insurance rate filing that includes any adjustments related to premiums paid to the Florida Hurricane Catastrophe Fund must include a complete calculation of the insurer's catastrophe load, and the information in the filing may not be limited solely to recovery of moneys paid to the fund.

Section 5. Subsection (2) of section 627.4133, Florida Statutes, is amended to read:

- 627.4133 Notice of cancellation, nonrenewal, or renewal premium.-
- (2) With respect to any personal lines or commercial residential property insurance policy, including, but not limited to, any homeowner's, mobile home owner's, farmowner's, condominium association, condominium unit owner's, apartment building, or other policy covering a residential structure or its contents:
- (a) The insurer shall give the named insured at least 45 days' advance written notice of the renewal premium.
- (b) The insurer shall give the named insured written notice of nonrenewal, cancellation, or termination at least 100 days before prior to the effective date of the nonrenewal, cancellation, or termination. However, the insurer shall give at least 100 days' written notice, or written notice by June 1,



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whichever is earlier, for any nonrenewal, cancellation, or termination that would be effective between June 1 and November 30. The notice must include the reason or reasons for the nonrenewal, cancellation, or termination, except that:

- 1. The insurer <u>must</u> shall give the named insured written notice of nonrenewal, cancellation, or termination at least 180 days before prior to the effective date of the nonrenewal, cancellation, or termination for a named insured whose residential structure has been insured by that insurer or an affiliated insurer for at least a 5-year period immediately prior to the date of the written notice.
- 2. When cancellation is for nonpayment of premium, at least 10 days' written notice of cancellation accompanied by the reason therefor <u>must</u> shall be given. As used in this subparagraph, the term "nonpayment of premium" means failure of the named insured to discharge when due any of her or his obligations in connection with the payment of premiums on a policy or any installment of such premium, whether the premium is payable directly to the insurer or its agent or indirectly under any premium finance plan or extension of credit, or failure to maintain membership in an organization if such membership is a condition precedent to insurance coverage. "Nonpayment of premium" also means the failure of a financial institution to honor an insurance applicant's check after delivery to a licensed agent for payment of a premium, even if the agent has previously delivered or transferred the premium to the insurer. If a dishonored check represents the initial premium payment, the contract and all contractual obligations are shall be void ab initio unless the nonpayment is cured



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within the earlier of 5 days after actual notice by certified mail is received by the applicant or 15 days after notice is sent to the applicant by certified mail or registered mail, and if the contract is void, any premium received by the insurer from a third party <u>must</u> shall be refunded to that party in full.

- 3. When such cancellation or termination occurs during the first 90 days during which the insurance is in force and the insurance is canceled or terminated for reasons other than nonpayment of premium, at least 20 days' written notice of cancellation or termination accompanied by the reason therefor must shall be given except if where there has been a material misstatement or misrepresentation or failure to comply with the underwriting requirements established by the insurer.
- 4. The requirement for providing written notice of nonrenewal by June 1 of any nonrenewal that would be effective between June 1 and November 30 does not apply to the following situations, but the insurer remains subject to the requirement to provide such notice at least 100 days before prior to the effective date of nonrenewal:
- a. A policy that is nonrenewed due to a revision in the coverage for sinkhole losses and catastrophic ground cover collapse pursuant to s. 627.706, as amended by s. 30, chapter 2007-1, Laws of Florida.
- b. A policy that is nonrenewed by Citizens Property Insurance Corporation, pursuant to s. 627.351(6), for a policy that has been assumed by an authorized insurer offering replacement or renewal coverage to the policyholder.

After the policy has been in effect for 90 days, the policy may



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shall not be canceled by the insurer except if when there has been a material misstatement, a nonpayment of premium, a failure to comply with underwriting requirements established by the insurer within 90 days of the date of effectuation of coverage, or a substantial change in the risk covered by the policy or if when the cancellation is for all insureds under such policies for a given class of insureds. This paragraph does not apply to individually rated risks having a policy term of less than 90 days.

- 5. Notwithstanding any other provision of law, an insurer may cancel or nonrenew a property insurance policy upon a minimum of 45 days' notice if the office finds that the early cancellation of some or all of the insurer's policies is necessary to protect the best interests of the public or policyholders and the office approves the insurer's plan for early cancellation or nonrenewal of some or all of its policies. The office may base such a finding upon the financial condition of the insurer, lack of adequate reinsurance coverage for hurricane risk, or other relevant factors. The office may condition its finding on the consent of the insurer to be placed in administrative supervision pursuant to s. 624.81 or consent to the appointment of a receiver under chapter 631.
- (c) If the insurer fails to provide the notice required by this subsection, other than the 10-day notice, the coverage provided to the named insured shall remain in effect until the effective date of replacement coverage or until the expiration of a period of days after the notice is given equal to the required notice period, whichever occurs first. The premium for the coverage shall remain the same during any such extension



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period except that, in the event of failure to provide notice of nonrenewal, if the rate filing then in effect would have resulted in a premium reduction, the premium during such extension must shall be calculated based on the later rate filing.

- (d)1. Upon a declaration of an emergency pursuant to s. 252.36 and the filing of an order by the Commissioner of Insurance Regulation, an insurer may not cancel or nonrenew a personal residential or commercial residential property insurance policy covering a dwelling or residential property located in this state which has been damaged as a result of a hurricane or wind loss that is the subject of the declaration of emergency for a period of 90 days after the dwelling or residential property has been repaired. A structure is deemed to be repaired when substantially completed and restored to the extent that it is insurable by another authorized insurer that is writing policies in this state.
- 2. However, an insurer or agent may cancel or nonrenew such a policy before prior to the repair of the dwelling or residential property:
 - a. Upon 10 days' notice for nonpayment of premium; or
 - b. Upon 45 days' notice:
- (I) For a material misstatement or fraud related to the claim;
- (II) If the insurer determines that the insured has unreasonably caused a delay in the repair of the dwelling; or
 - (III) If the insurer has paid policy limits.
- 3. If the insurer elects to nonrenew a policy covering a property that has been damaged, the insurer shall provide at



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least 90 days' notice to the insured that the insurer intends to nonrenew the policy 90 days after the dwelling or residential property has been repaired. Nothing in this paragraph shall prevent the insurer from canceling or nonrenewing the policy 90 days after the repairs are complete for the same reasons the insurer would otherwise have canceled or nonrenewed the policy but for the limitations of subparagraph 1. The Financial Services Commission may adopt rules, and the Commissioner of Insurance Regulation may issue orders, necessary to implement this paragraph.

- 4. This paragraph shall also applies apply to personal residential and commercial residential policies covering property that was damaged as the result of Tropical Storm Bonnie, Hurricane Charley, Hurricane Frances, Hurricane Ivan, or Hurricane Jeanne.
- (e) If any cancellation or nonrenewal of a policy subject to this subsection is to take effect during the duration of a hurricane as defined in s. 627.4025(2)(c), the effective date of such cancellation or nonrenewal is extended until the end of the duration of such hurricane. The insurer may collect premium at the prior rates or the rates then in effect for the period of time for which coverage is extended. This paragraph does not apply to any property with respect to which replacement coverage has been obtained and which is in effect for a claim occurring during the duration of the hurricane.

Section 6. Section 627.7011, Florida Statutes, is amended to read:

627.7011 Homeowners' policies; offer of replacement cost coverage and law and ordinance coverage. -



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- (1) Before Prior to issuing or renewing a homeowner's insurance policy on or after October 1, 2005, or prior to the first renewal of a homeowner's insurance policy on or after October 1, 2005, the insurer must offer each of the following:
- (a) A policy or endorsement providing that any loss, except for the loss of a roof that is more than 20 years old, which is repaired or replaced will be adjusted on the basis of replacement costs not exceeding policy limits as to the dwelling, rather than actual cash value, but not including costs necessary to meet applicable laws and ordinances regulating the construction, use, or repair of any property or requiring the tearing down of any property, including the costs of removing debris.
- (b) A policy or endorsement providing that, subject to other policy provisions, any loss, except for the loss of a roof that is more than 20 years old, which is repaired or replaced at any location will be adjusted on the basis of replacement costs not exceeding policy limits as to the dwelling, rather than actual cash value, and also including costs necessary to meet applicable laws and ordinances regulating the construction, use, or repair of any property or requiring the tearing down of any property, including the costs of removing debris. + However, such additional costs necessary to meet applicable laws and ordinances may be limited to either 25 percent or 50 percent of the dwelling limit, as selected by the policyholder, and such coverage shall apply only to repairs of the damaged portion of the structure unless the total damage to the structure exceeds 50 percent of the replacement cost of the structure.



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An insurer is not required to make the offers required by this subsection with respect to the issuance or renewal of a homeowner's policy that contains the provisions specified in paragraph (b) for law and ordinance coverage limited to 25 percent of the dwelling limit, except that the insurer must offer the law and ordinance coverage limited to 50 percent of the dwelling limit. This subsection does not prohibit the offer of a quaranteed replacement cost policy.

(2) Unless the insurer obtains the policyholder's written refusal of the policies or endorsements specified in subsection (1), any policy covering the dwelling is deemed to include the law and ordinance coverage limited to 25 percent of the dwelling limit. The rejection or selection of alternative coverage shall be made on a form approved by the office. The form shall fully advise the applicant of the nature of the coverage being rejected. If this form is signed by a named insured, it will be conclusively presumed that there was an informed, knowing rejection of the coverage or election of the alternative coverage on behalf of all insureds. Unless the policyholder requests in writing the coverage specified in this section, it need not be provided in or supplemental to any other policy that renews, insures, extends, changes, supersedes, or replaces an existing policy when the policyholder has rejected the coverage specified in this section or has selected alternative coverage. The insurer must provide such policyholder with notice of the availability of such coverage in a form approved by the office at least once every 3 years. The failure to provide such notice constitutes a violation of this code, but does not affect the coverage provided under the policy.



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- (3) (a) If In the event of a loss occurs for which a dwelling or personal property is insured on the basis of replacement costs, the insurer initially must shall pay at least the actual cash value of the loss, and must pay the replacement cost without reservation or holdback of any depreciation in value if the insured executes a contract to replace or repair, whether or not the insured replaces or repairs the dwelling or property. The insurer must explain this process clearly in its contract.
- (b) If a loss occurs for which personal property is insured on the basis of replacement costs, the insurer may limit its initial payment to the greater of the actual cash value or 50 percent of the replacement cost value and must pay the reservation or holdback upon the insured providing a receipt for the replaced property. The insurer must explain this process clearly in its contract.
- (4) A Any homeowner's insurance policy issued or renewed on or after October 1, 2005, must include in bold type no smaller than 18 points the following statement:

"LAW AND ORDINANCE COVERAGE IS AN IMPORTANT COVERAGE THAT YOU MAY WISH TO PURCHASE. YOU MAY ALSO NEED TO CONSIDER THE PURCHASE OF FLOOD INSURANCE FROM THE NATIONAL FLOOD INSURANCE PROGRAM. WITHOUT THIS COVERAGE, YOU MAY HAVE UNCOVERED LOSSES. PLEASE DISCUSS THESE COVERAGES WITH YOUR INSURANCE AGENT."

The intent of this subsection is to encourage policyholders to purchase sufficient coverage to protect them in case events excluded from the standard homeowners policy, such as law and



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ordinance enforcement and flood, combine with covered events to produce damage or loss to the insured property. The intent is also to encourage policyholders to discuss these issues with their insurance agent.

- (5) Nothing in This section does not shall be construed to apply to policies not considered to be "homeowners' policies," as that term is commonly understood in the insurance industry. This section specifically does not apply to mobile home policies. Nothing in This section does not limit shall be construed as limiting the ability of any insurer to reject or nonrenew any insured or applicant on the grounds that the structure does not meet underwriting criteria applicable to replacement cost or law and ordinance policies or for other lawful reasons.
- (6) This section does not prohibit an insurer from limiting its liability under a policy or endorsement providing that loss will be adjusted on the basis of replacement costs to the lesser of:
- (a) The limit of liability shown on the policy declarations page;
- (b) The reasonable and necessary cost to repair the damaged, destroyed, or stolen covered property; or
- (c) The reasonable and necessary cost to replace the damaged, destroyed, or stolen covered property.
- (7) This section does not prohibit an insurer from exercising its right to repair damaged property in compliance with its policy and s. 627.702(7).
- Section 7. Section 627.7015, Florida Statutes, is amended to read:



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627.7015 Alternative procedure for resolution of disputed property insurance claims.-

- (1) PURPOSE AND SCOPE. This section sets forth a nonadversarial alternative dispute resolution procedure for a mediated claim resolution conference prompted by the need for effective, fair, and timely handling of property insurance claims. There is a particular need for an informal, nonthreatening forum for helping parties who elect this procedure to resolve their claims disputes because most homeowner's and commercial residential insurance policies obligate insureds to participate in a potentially expensive and time-consuming adversarial appraisal process before prior to litigation. The procedure set forth in this section is designed to bring the parties together for a mediated claims settlement conference without any of the trappings or drawbacks of an adversarial process. Before resorting to these procedures, insureds and insurers are encouraged to resolve claims as quickly and fairly as possible. This section is available with respect to claims under personal lines and commercial residential policies for all claimants and insurers prior to commencing the appraisal process, or commencing litigation. If requested by the insured, participation by legal counsel shall be permitted. Mediation under this section is also available to litigants referred to the department by a county court or circuit court. This section does not apply to commercial coverages, to private passenger motor vehicle insurance coverages, or to disputes relating to liability coverages in policies of property insurance.
 - (2) At the time a first-party claim dispute within the



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scope of this section is filed, the insurer shall notify all first-party claimants of their right to participate in the mediation program under this section. The department shall prepare a statement or information relating to the mediation program which an insurer must include in the notice. The content of the statement or information must be adopted by rule of the department consumer information pamphlet for distribution to persons participating in mediation under this section.

- (3) The costs of mediation shall be reasonable, and the insurer shall bear all of the cost of conducting mediation conferences, except as otherwise provided in this section. If an insured fails to appear at the conference, the conference shall be rescheduled upon the insured's payment of the costs of a rescheduled conference. If the insurer fails to appear at the conference, the insurer shall pay the insured's actual cash expenses incurred in attending the conference if the insurer's failure to attend was not due to a good cause acceptable to the department. An insurer will be deemed to have failed to appear if the insurer's representative lacks authority to settle the full value of the claim. The insurer shall incur an additional fee for a rescheduled conference necessitated by the insurer's failure to appear at a scheduled conference. The fees assessed by the administrator shall include a charge necessary to defray the expenses of the department related to its duties under this section and shall be deposited in the Insurance Regulatory Trust Fund.
- (4) In a dispute over the cost to replace or repair insured property, the insurer and insured shall each provide documentation to the mediator which supports his or her estimate



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to repair or replace the property. The documentation must be provided before the beginning of the mediation conference. The insurer's documentation must include its reports or other evidence relating to the loss and show that the insurer's estimates were created in compliance with s. 626.9744(3). The insured must submit quotes obtained from licensed contractors in the local market area, retail price quotes for products and materials, or other documentation specific to the loss which clearly documents the actual cost to repair or replace the property.

- (5) (4) The department shall adopt by rule a property insurance mediation program to be administered by the department or its designee. The department may also adopt special rules that which are applicable in cases of an emergency within the state. The rules shall be modeled after practices and procedures set forth in mediation rules of procedure adopted by the Supreme Court. The rules shall provide for:
- (a) Reasonable requirement for processing and scheduling of requests for mediation.
- (b) Qualifications of mediators as provided in s. 627.745 and in the Florida Rules of Certified and Court Appointed Mediators, and for such other individuals as are qualified by education, training, or experience as the department determines to be appropriate.
- (c) Provisions governing who may attend mediation conferences.
 - (d) Selection of mediators.
 - (e) Criteria for the conduct of mediation conferences.
 - (f) Right to legal counsel.



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(g) The types of documentation required to be submitted during the mediation process.

(6) All statements made and documents produced at a mediation conference shall be deemed to be settlement negotiations in anticipation of litigation within the scope of s. 90.408. All parties to the mediation must negotiate in good faith and must have the authority to immediately settle the claim. Mediators are deemed to be agents of the department and shall have the immunity from suit provided in s. 44.107.

(7) (6) Mediation is nonbinding. + However, if a written settlement is reached, the insured has 3 business days within which the insured may rescind the settlement unless the insured has cashed or deposited any check or draft disbursed to the insured for the disputed matters as a result of the conference. If a settlement agreement is reached and is not rescinded, it shall be binding and act as a release of all specific claims that were presented in that mediation conference.

 $(8) \frac{(7)}{(7)}$ If the insurer fails to comply with subsection (2) by failing to notify a first-party claimant of its right to participate in the mediation program under this section or if the insurer requests the mediation, and the mediation results are rejected by either party, the insured may shall not be required to submit to or participate in any contractual loss appraisal process of the property loss damage as a precondition to legal action for breach of contract against the insurer for its failure to pay the policyholder's claims covered by the policy.

(9) (8) The department may designate an entity or person to serve as administrator to carry out any of the provisions of



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this section and may take this action by means of a written contract or agreement.

- (10) (9) As used in For purposes of this section, the term "claim <u>dispute</u>" refers to any dispute between an insurer and an insured relating to a material issue of fact other than a dispute:
- (a) With respect to which the insurer has a reasonable basis to suspect fraud;
- (b) Where, based on agreed-upon facts as to the cause of loss, there is no coverage under the policy;
- (c) With respect to which the insurer has a reasonable basis to believe that the claimant has intentionally made a material misrepresentation of fact which is relevant to the claim, and the entire request for payment of a loss has been denied on the basis of the material misrepresentation; or
- (d) With respect to which the amount in controversy is less than \$500, unless the parties agree to mediate a dispute involving a lesser amount; or-
- (e) With respect to which the date of loss occurred more than 5 years before the request for mediation, unless the parties agree to mediate a dispute involving a longer period.

Section 8. Subsection (1) of section 631.011, Florida Statutes, is amended to read:

- 631.011 Definitions. For the purpose of this part, the term:
- (1) "Affiliate" means any entity that which exercises control over or is controlled by the insurer, directly or indirectly through:
 - (a) Equity ownership of voting securities;



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- (b) Common managerial control; or
- (c) Collusive participation by the management of the insurer and affiliate in the management of the insurer or the affiliate; or-
- (d) Retailing, brokering, administering, or underwriting insurance policies on behalf of the insurer, including, without limitation, managing general agents, claims administrators, third-party administrators, retail agents, premium finance managers, billing services agents, or any other entity of similar function and participation in the collection, retention, or disbursement of insurance premiums.
- Section 9. Section 631.021, Florida Statutes, is amended to read:
- 631.021 Jurisdiction of delinquency proceeding; venue; change of venue; exclusiveness of remedy; appeal.-
- (1) The circuit court has shall have original jurisdiction of any delinquency proceeding under this chapter, and any court with jurisdiction is authorized to make all necessary or proper orders to carry out the purposes of this chapter. Any delinquency proceeding in this chapter is in equity.
- (2) The venue of a delinquency proceeding or summary proceeding against a domestic, foreign, or alien insurer is shall be in the Circuit Court of Leon County. The Circuit Court of Leon County is also the venue for any collateral actions against an insurer's affiliate, including, but not limited to, voidable or fraudulent transfers made by an insurer or affiliate; actions that constitute a breach of fiduciary duty by an officer, director, or agent; or misreporting or misrepresenting what is property, funds, or assets of the



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insurer, including premium and unearned commissions.

- (3) A delinquency proceeding pursuant to this chapter constitutes the sole and exclusive method of liquidating, rehabilitating, reorganizing, or conserving an insurer. A No court may not shall entertain a petition for the commencement of such a proceeding unless the petition has been filed in the name of the state on the relation of the department. The Florida Insurance Guaranty Association, Incorporated, the Florida Workers' Compensation Insurance Guaranty Association, Incorporated, and the Florida Life and Health Guaranty Association, Incorporated, shall be given reasonable written notice by the department of all hearings which pertain to an adjudication of insolvency of a member insurer.
- (4) An appeal shall lie to the District Court of Appeal, First District, from an order granting or refusing rehabilitation, liquidation, or conservation and from every order in a delinquency proceeding having the character of a final order as to the particular portion of the proceeding embraced therein.
- (5) A No service of process against the department in its capacity as receiver is not shall be effective unless served upon a person designated by the receiver and filed with the circuit court having jurisdiction over the delinquency proceeding. The designated person shall refuse to accept service if acceptance would violate a stay against legal proceedings involving an insurer that is the subject of delinquency proceedings or would violate any orders of the circuit court governing a delinquency proceeding. The person denied service may petition the circuit court having jurisdiction over the



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delinquency proceeding for relief from the receiver's refusal to accept service. This subsection shall be strictly construed, and any purported service on the receiver or the department which that is not in accordance with this subsection is shall be null and void.

(6) The domiciliary court acquiring jurisdiction over persons subject to this chapter may exercise exclusive jurisdiction to the exclusion of all other courts, except as limited by the provisions of this chapter. Upon the issuance of an order of conservation, rehabilitation, or liquidation, the Circuit Court of Leon County shall have exclusive jurisdiction with respect to assets or property of any insurer subject to such proceedings and claims against said insurer's assets or property. Further, the Circuit Court of Leon County has exclusive jurisdiction to determine and identify the funds, assets, and property belonging to an entity placed in receivership under this chapter. Funds, assets, and property under this section include, but are not limited to, premiums, unearned commissions or other unearned agent compensation, and transfers deemed to be fraudulent or voidable made by an insurer or affiliate. This exclusive jurisdiction preempts the jurisdiction of federal courts, including bankruptcy courts, if the funds, assets, or property of the entity placed in receivership under this chapter is disputed or is at issue.

Section 10. Section 631.025, Florida Statutes, is amended to read:

631.025 Persons subject to this part.—Delinquency proceedings authorized by this part may be initiated against any insurer, as defined in s. 631.011(15), if the statutory grounds



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are present as to that insurer, and the court may exercise exclusive jurisdiction over any affiliate, as defined in s. 631.011, or any person required to cooperate with the department and office pursuant to s. 631.391 and over all persons made subject to the court's jurisdiction by other provisions of law. In addition to insurers and affiliates, the court also retains exclusive jurisdiction over the following categories of Such persons include, but are not limited to:

- (1) A person transacting, or that has transacted, insurance business in or from this state and against whom claims arising from that business may exist now or in the future.
- (2) A person purporting to transact an insurance business in this state and any person who acts as an insurer, transacts insurance, or otherwise engages in insurance activities in or from this state, with or without a certificate of authority or proper authority from the department or office, against whom claims arising from that business may exist now or in the future.
 - (3) An insurer with policyholders resident in this state.
- (4) An affiliate of an insurer that files for bankruptcy relief during the 6 months immediately preceding the commencement of the affiliated insurer's delinquency proceedings or any time after the affiliated insurer's delinquency proceedings.
- (5) (4) All other persons organized or in the process of organizing with the intent to transact an insurance business in this state.
 - Section 11. This act shall take effect July 1, 2010.