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By the Committee on Regulated Industries; and Senator Richter

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A bill to be entitled An act relating to property insurance appraisal umpires and property insurance appraisers; creating part XVII of chapter 468, F.S., relating to property insurance appraisal umpires; creating the property insurance appraisal umpire licensing program within the Department of Business and Professional Regulation; providing legislative findings; providing applicability; authorizing the department to adopt rules; providing definitions; authorizing the department to establish fees; providing licensing application requirements; providing authority and procedures regarding submission and processing of fingerprints; providing examination requirements; providing application requirements for licensure as a property insurance appraisal umpire; providing licensure renewal requirements; authorizing the department to adopt rules; providing continuing education requirements; providing requirements for the inactivation of a license by a licensee; providing requirements for renewing an inactive license; establishing license reactivation fees; providing for certification of partnerships and corporations offering property insurance appraisal umpire services; providing grounds for compulsory refusal, suspension, or revocation of an umpire's license; providing grounds for discretionary denial, suspension, or revocation of an umpire's license; providing ethical standards for property insurance appraisal umpires;

creating part XVIII of chapter 468, F.S., relating to property insurance appraisers; creating the property insurance appraiser licensing program within the Department of Business and Professional Regulation; providing legislative findings; providing applicability; authorizing the department to adopt rules; providing definitions; authorizing the department to establish fees; limiting fee amounts; providing licensing application requirements; providing authority and procedures regarding submission and processing of fingerprints; providing examination requirements; providing application requirements for licensure as a property insurance appraiser; providing licensure renewal requirements; authorizing the department to adopt rules; providing continuing education requirements; providing requirements for the inactivation of a license by a licensee; providing requirements for renewing an inactive license; establishing license reactivation fees; providing for certification of partnerships and corporations offering property insurance appraiser services; providing grounds for compulsory refusal, suspension, or revocation of an appraiser's license; providing grounds for discretionary denial, suspension, or revocation of an appraiser's license; providing ethical standards; providing an effective date.

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

Section 1. Part XVII of chapter 468, Florida Statutes, consisting of sections 468.85 through 468.8519, is created to read:

PART XVII

PROPERTY INSURANCE APPRAISAL UMPIRES

- 468.85 Property insurance appraisal umpire licensing program; legislative purpose; scope of part.—
- (1) The property insurance appraisal umpire licensing program is created within the Department of Business and Professional Regulation.
- (2) The Legislature finds it necessary in the interest of the public safety and welfare to prevent damage to real and personal property, to avert economic injury to the residents of this state, and to regulate persons and companies that hold themselves out to the public as qualified to perform as property insurance appraisal umpires.
- (3) This part applies to residential and commercial residential property insurance contracts and to the umpires and appraisers who participate in the appraisal process.
 - (4) The department may adopt rules to administer this part.

 468.851 Definitions.—As used in this part, the term:
- (1) "Appraisal" means the process of estimating or evaluating actual cash value, the amount of loss, or the cost of repair or replacement of property for the purpose of quantifying the monetary value of a property loss claim when an insurer and an insured have failed to mutually agree on the value of the loss pursuant to a residential or commercial residential property insurance contract that is required in such contracts

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for the resolution of a claim dispute by appraisal.

- (2) "Competent" means properly licensed, sufficiently qualified, and capable of performing an appraisal.
- (3) "Department" means the Department of Business and Professional Regulation.
- (4) "Independent" means not subject to control, restriction, modification, and limitation by the appointing party. An independent umpire shall conduct his or her investigation, evaluation, and estimation without instruction by an appointing party.
- (5) "Property insurance appraisal umpire" or "umpire" means a competent, independent, licensed, and impartial third party selected by the licensed appraisers for the insurer and the insured to resolve issues that the licensed appraisers are unable to reach an agreement during the course of the appraisal process pursuant to a residential or commercial property insurance contract that is required to provide for resolution of a claim dispute by appraisal.
- (6) "Property insurance loss appraiser" or "appraiser"

 means a competent, licensed, and independent and impartial third

 party selected by an insurer or an insured to develop an

 appraisal for purposes of the appraisal process under a

 residential or commercial property insurance contract that

 provides for resolution of a claim dispute by appraisal.
- (7) "Uniform application" means the uniform application of the National Association of Insurance Commissioners for nonresident agent licensing, effective January 15, 2001, or subsequent versions adopted by rule by the department.

468.8511 Fees.-

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(1) The department, by rule, may establish fees to be paid for application, examination, reexamination, licensing and renewal, inactive status application, reactivation of inactive licenses, and application for providers of continuing education.

The department may also establish by rule a delinquency fee.

Fees shall be based on department estimates of the revenue required to implement the provisions of this part. Fees shall be remitted with the application, examination, reexamination, licensing and renewal, inactive status application, and reactivation of inactive licenses, and application for providers of continuing education.

- (2) The application fee shall not exceed \$200 and is nonrefundable. The examination fee shall not exceed \$200 plus the actual per applicant cost to the department to purchase the examination, if the department chooses to purchase the examination. The examination fee shall be in an amount that covers the cost of obtaining and administering the examination and shall be refunded if the applicant is found ineligible to sit for the examination.
 - (3) The fee for an initial license shall not exceed \$250.
- (4) The fee for an initial certificate of authorization shall not exceed \$250.
- (5) The fee for a biennial license renewal shall not exceed \$500.
- (6) The fee for application for inactive status shall not exceed \$125.
- (7) The fee for reactivation of an inactive license shall not exceed \$250.
 - (8) The fee for applications from providers of continuing

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education may not exceed \$600.

(9) The fee for fingerprinting shall be included in the department's costs for each background check.

468.85115 Application for license as a property insurance appraisal umpire.—

- (1) The department shall not issue a license as a property insurance appraisal umpire to any person except upon written application previously filed with the department, with qualification and advance payment of all applicable fees. Any such application shall be made under oath or affirmation and signed by the applicant. The department shall accept the uniform application for a nonresident property insurance appraisal umpire. The department may adopt revised versions of the uniform application by rule.
 - (2) In the application, the applicant shall set forth:
- (a) His or her full name, age, social security number, residence address, business address, mailing address, contact telephone numbers, including a business telephone number, and email address.
- (b) Proof that he or she has completed or is in the process of completing any required prelicensing course.
- (c) Whether he or she has been refused or has voluntarily surrendered or has had suspended or revoked a professional license by the supervising officials of any state.
- (d) Proof that the applicant meets the requirements for licensure as a property insurance appraisal umpire as required under ss. 468.8511 and 468.8512, and this section.
 - (e) The applicant's gender.
 - (f) The applicant's native language.

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(g) The applicant's highest achieved level of education.

- (h) All education requirements that the applicant has completed to qualify as a property insurance appraisal umpire, including the name of the course, the course provider, and the course completion dates.
- (3) Each application shall be accompanied by payment of any applicable fee.
- (4) At the time of application, the applicant must be fingerprinted by a law enforcement agency or other entity approved by the department and he or she must pay the fingerprint processing fee in s. 468.8511. Fingerprints must be processed by the Department of Law Enforcement.
- (5) The Department of Law Enforcement may, to the extent provided for by federal law, exchange state, multistate, and federal criminal history records with the department or office for the purpose of the issuance, denial, suspension, or revocation of a certificate of authority, certification, or license to operate in this state.
- (6) The Department of Law Enforcement may accept fingerprints of any other person required by statute or rule to submit fingerprints to the department or office or any applicant or licensee regulated by the department or office who is required to demonstrate that he or she has not been convicted of or pled guilty or nolo contendere to a felony or a misdemeanor.
- (7) The Department of Law Enforcement shall, upon receipt of fingerprints from the department or office, submit the fingerprints to the Federal Bureau of Investigation for a federal criminal history records check.
 - (8) Statewide criminal records obtained through the

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Department of Law Enforcement, federal criminal records obtained through the Federal Bureau of Investigation, and local criminal records obtained through local law enforcement agencies shall be used by the department and office for the purpose of issuance, denial, suspension, or revocation of certificates of authority, certifications, or licenses issued to operate in this state.

(9) The department shall develop and maintain as a public record a current list of licensed property insurance appraisal umpires.

468.8512 Examinations.-

- (1) A person desiring to be licensed as a property insurance appraisal umpire must apply to the department after satisfying the examination requirements of this part.
- (2) An applicant may practice in this state as a property insurance appraisal umpire if he or she passes the required examination, is of good moral character, and meets one of the following requirements:
- (a) The applicant is currently licensed, registered, certified, or approved as an engineer as defined in s. 471.005, or as a retired professional engineer as defined in s. 471.005, and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedures, appraisal preparation, and any other related material deemed appropriate by the department.
- (b) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been licensed, registered, certified, or approved as a general contractor, building contractor, or

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residential contractor as defined in s. 489.105 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.

- (c) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been licensed or registered as an architect to engage in the practice of architecture pursuant to part I of chapter 481 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (d) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been a qualified geologist or professional geologist as defined in s. 492.102 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (e) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been licensed as a certified public accountant as defined in s. 473.302 and has taught or successfully completed 4 hours of classroom coursework, approved

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by the department, specifically related to construction,
building codes, appraisal procedure, appraisal preparation, and
any other related material deemed appropriate by the department.

- (f) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been a licensed attorney in this state and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (g) The applicant has received a baccalaureate degree from an accredited 4-year college or university in the field of engineering, architecture, or building construction and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (h) The applicant is a currently licensed adjuster whose license covers all lines of insurance except the life and annuities class. The adjuster's license must include the property and casualty class of insurance. The currently licensed adjuster must be licensed for at least 5 years to qualify for a property insurance appraisal umpire's license.
- (i) The applicant has received a minimum of 8 semester hours or 12 quarter hours of credit from an accredited college or university in the field of accounting, geology, engineering, architecture, or building construction.

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(j) The applicant has successfully completed 40 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, property insurance, and any other related material deemed appropriate by the department.

- (3) The department shall review and approve courses of study for the continuing education of property insurance appraisal umpires.
- (4) The department may not issue a license as a property insurance appraisal umpire to any individual found by it to be untrustworthy or incompetent or who:
- (a) Has not filed an application with the department in accordance with s. 485.85115.
- (b) Is not a natural person who is at least 18 years of age.
- (c) Is not a United States citizen or legal alien who possesses work authorization from the United States Citizenship and Immigration Services.
- (d) Has not completed the education, experience, or licensing requirements of this section.
- (5) An incomplete application expires 6 months after the date it is received by the department.
- (6) An applicant seeking to become licensed under this part may not be rejected solely by virtue of membership or lack of membership in any particular appraisal organization.

468.8513 Licensure.-

(1) The department shall license any applicant who the department certifies has completed the requirements of ss. 468.8511, 468.85115, and 468.8512.

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(2) The department shall not issue a license by endorsement to any applicant for a property insurance appraisal umpire license who is under investigation in another state for any act that would constitute a violation of this part until such time that the investigation is complete and disciplinary proceedings have been terminated.

468.8514 Renewal of license.—

- (1) The department shall renew a license upon receipt of the renewal application and fee and upon certification by the department that the licensee has satisfactorily completed the continuing education requirements of s. 468.8515.
- (2) The department shall adopt rules establishing a procedure for the biennial renewal of licenses.

468.8515 Continuing education.

- (1) The department may not renew a license until the licensee submits satisfactory proof to the department that, during the 2 years before his or her application for renewal, the licensee completed at least 30 hours of continuing education in addition to 5 hours of ethics. Criteria and course content shall be approved by the department by rule.
- (2) The department may prescribe by rule additional continuing professional education hours, not to exceed 25 percent of the total required hours, for failure to complete the required hours by the end of the renewal period.
- (3) Each umpire course provider, instructor, and classroom course must be approved by and registered with the department before prelicensure courses for property insurance appraisal umpires may be offered. Each classroom course must include a written examination at the conclusion of the course and must

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cover all of the material contained in the course. A student may not receive credit for the course unless the student achieves a grade of at least 75 percent on the examination.

- (4) The department shall adopt rules establishing:
- (a) Standards for the approval, registration, discipline, or removal from registration of course providers, instructors, and courses. The standards must be designed to ensure that instructors have the knowledge, competence, and integrity to fulfill the educational objectives of the prelicensure requirements of this part.
- (b) A process for determining compliance with the prelicensure requirements of this part.

The department shall adopt rules prescribing the forms necessary to administer the prelicensure requirements of this part.

- (5) Approval to teach prescribed or approved appraisal courses does not entitle the instructor to teach any courses outside the scope of this part.
 - 468.8516 Inactive license.-
- (1) A licensee may request that his or her license be placed on inactive status by filing an application with the department.
- (2) A license that has become inactive may be reactivated upon application to the department. The department may prescribe by rule continuing education requirements as a condition for reactivation of an inactive license. The continuing education requirements for reactivating a license may not exceed 14 hours for each year the license was inactive.
 - (3) The department shall adopt rules relating to licenses

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that have become inactive and for the renewal of inactive licenses. The department shall prescribe by rule a fee not to exceed \$250 for the reactivation of an inactive license and a fee not to exceed \$250 for the renewal of an inactive license.

468.8517 Certification of partnerships, corporations, and other business entities. - The practice of, or the offer to practice as, a property insurance appraisal umpire by licensees through a partnership, corporation, or other business entity offering property insurance appraisal umpire services to the public, or by a partnership, corporation, or other business entities through licensees under this part as agents, employees, officers, or partners is permitted, subject to the provisions of this part. This section does not allow a corporation or other business entity to hold a license to practice property insurance appraisal umpire services. A partnership, corporation, or other business entity is not relieved of responsibility for the conduct or acts of its agents, employees, or officers by reason of its compliance with this section. An individual practicing as a property insurance appraisal umpire is not relieved of responsibility for professional services performed by reason of his or her employment or relationship with a partnership, corporation, or other business entity.

468.8518 Grounds for compulsory refusal, suspension, or revocation of an umpire's license.—The department shall deny an application for, suspend, revoke, or refuse to renew or continue the license or appointment of any applicant, property insurance appraisal umpire or licensee and shall suspend or revoke the eligibility to hold a license or appointment of any such person if it finds that any one or more of the following applicable

grounds exist:

(1) Lack of one or more of the qualifications for the license as specified in this part.

- (2) Material misstatement, misrepresentation, or fraud in obtaining the license or in attempting to obtain the license or appointment.
- (3) Failure to pass to the satisfaction of the department any examination required under this chapter.
- (4) That the license or appointment was willfully used, or will be used, to circumvent any of the requirements or prohibitions of this chapter.
- (5) Demonstrated a lack of fitness or trustworthiness to engage as a property insurance appraisal umpire.
- (6) Demonstrated a lack of reasonably adequate knowledge and technical competence to engage in the transactions authorized by the license.
- (7) Fraudulent or dishonest practices in the conduct of business under the license.
- (8) Willful failure to comply with, or willful violation of, any proper order or rule of the department or willful violation of any provision of this chapter.
- (9) Having been found guilty of or having plead guilty or nolo contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States or of any state thereof or under the law of any other country which involves moral turpitude, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.
 - (10)(a) Violated a duty imposed upon her or him by law or

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by the terms of a contract, whether written, oral, expressed, or implied, in an appraisal;

- (b) Has aided, assisted, or conspired with any other person engaged in any such misconduct and in furtherance thereof; or
- (c) Has formed an intent, design, or scheme to engage in such misconduct and committed an overt act in furtherance of such intent, design, or scheme.

It is immaterial to a finding that a licensee has committed a violation of this subsection that the victim or intended victim of the misconduct has sustained no damage or loss, that the damage or loss has been settled and paid after the discovery of misconduct, or that such victim or intended victim was a customer or a person in a confidential relationship with the licensee or was an identified member of the general public.

- (11) (a) Had a registration, license, or certification as an umpire revoked, suspended, or otherwise acted against;
- (b) Has had his or her registration, license, or certificate to practice or conduct any regulated profession, business, or vocation revoked or suspended by this or any other state, any nation, or any possession or district of the United States; or
- (c) Has had an application for such registration,
 licensure, or certification to practice or conduct any regulated
 profession, business, or vocation denied by this or any other
 state, any nation, or any possession or district of the United
 States.
- (12) (a) Made or filed a report or record, written or oral, which the licensee knows to be false;

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(b) Has willfully failed to file a report or record required by state or federal law;

- (c) Has willfully impeded or obstructed such filing; or
- $\underline{\mbox{(d) Has induced another person to impede or obstruct such}}$ filing.
- (13) Accepted an appointment as an umpire if the appointment is contingent upon the umpire reporting a predetermined result, analysis, or opinion, or if the fee to be paid for the services of the umpire is contingent upon the opinion, conclusion, or valuation reached by the umpire.
- 468.85185 Grounds for discretionary denial, suspension, or revocation of an umpire's license.—The department may deny an application for and suspend, revoke, or refuse to renew or continue a license as a property insurance appraisal umpire if the applicant or licensee has:
- (1) Failed to timely communicate with the appraisers without good cause.
- (2) Failed or refused to exercise reasonable diligence in submitting recommendations to the appraisers.
- (3) Violated any ethical standard for property insurance appraisal umpires set forth in s. 468.8519.
- (4) Failed to inform the department in writing within 30 days after pleading guilty or nolo contendere to, or being convicted or found guilty of, a felony.
- (5) Failed to timely notify the department of any change in business location, or has failed to fully disclose all business locations from which he or she operates as a property insurance appraisal umpire.
 - 468.8519 Ethical standards for property insurance appraisal

umpires.-

(1) CONFIDENTIALITY.—An umpire shall maintain confidentiality of all information revealed during an appraisal except where disclosure is required by law.

- (2) RECORDKEEPING.—An umpire shall maintain confidentiality in the storage and disposal of records and may not disclose any identifying information when materials are used for research, training, or statistical compilations.
- (3) FEES AND EXPENSES.—Fees charged for appraisal services shall be reasonable and consistent with the nature of the case. An umpire shall be guided by the following in determining fees:
- (a) All charges for services as an umpire based on time may not exceed actual time spent or allocated.
 - (b) Charges for costs shall be for those actually incurred.
- (c) An umpire may not charge, agree to, or accept as compensation or reimbursement any payment, commission, or fee that is based on a percentage basis, or that is contingent upon arriving at a particular value or any future happening or outcome of the assignment.
- (4) MAINTENANCE OF RECORDS.—An umpire shall maintain records necessary to support charges for services and expenses, and upon request shall provide an accounting of all applicable charges to the parties. An umpire licensed under this part shall retain original or true copies of any contracts engaging the umpire's services, appraisal reports, and supporting data assembled and formulated by the umpire in preparing appraisal reports for at least 5 years. The period for retaining the records applicable to each engagement starts on the date of the submission of the appraisal report to the client. The records

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must be made available by the umpire for inspection and copying by the department upon reasonable notice to the umpire. If an appraisal has been the subject of, or has been admitted as evidence in, a lawsuit, reports, and records, the appraisal must be retained for at least 2 years after the date that the trial ends.

- (5) ADVERTISING.—An umpire may not engage in marketing practices that contain false or misleading information. An umpire shall ensure that any advertisements of the umpire's qualifications, services to be rendered, or the appraisal process are accurate and honest. An umpire may not make claims of achieving specific outcomes or promises implying favoritism for the purpose of obtaining business.
- (6) INTEGRITY AND IMPARTIALITY.—An umpire may not engage in any business, provide any service, or perform any act that would compromise the umpire's integrity or impartiality.
- (7) SKILL AND EXPERIENCE.—An umpire shall decline an appointment or selection, withdraw, or request appropriate assistance when the facts and circumstances of the appraisal are beyond the umpire's skill or experience.
- (8) GIFTS AND SOLICITATION.—An umpire may not give or accept any gift, favor, loan, or other item of value in an appraisal process except for the umpire's reasonable fee. During the appraisal process, an umpire may not solicit or otherwise attempt to procure future professional services.
- Section 2. Part XVIII of chapter 468, Florida Statutes, consisting of sections 468.86 through 468.8619, is created to read:

PART XVIII

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PROPERTY INSURANCE APPRAISERS

468.86 Property insurance appraiser licensing program; legislative purpose; scope of part.—

- (1) The property insurance appraiser licensing program is created within the Department of Business and Professional Regulation.
- (2) The Legislature finds it necessary and in the interest of the public safety and welfare, to prevent damage to real and personal property, to avert economic injury to the residents of this state, and to regulate persons and companies that hold themselves out to the public as qualified to perform as a property insurance appraiser.
- (3) This part applies to residential and commercial residential property insurance contracts and to the umpires and appraisers who participate in the appraisal process.
- (4) The department may adopt rules to administer the requirements of this part.
 - 468.861 Definitions.—As used in this part, the term:
- (1) "Appraisal" means the process of estimating or evaluating actual cash value, the amount of loss, or the cost of repair or replacement of property for the purpose of quantifying the monetary value of a property loss claim when an insurer and an insured have failed to mutually agree on the value of the loss pursuant to a residential or commercial residential property insurance contract that is required in such contracts for the resolution of a claim dispute by appraisal.
- (2) "Competent" means properly licensed, sufficiently qualified, and capable of performing an appraisal.
 - (3) "Department" means the Department of Business and

Professional Regulation.

(4) "Independent" means not subject to control, restriction, modification, and limitation by the appointing party.

- (5) "Property insurance appraisal umpire" or "umpire" means a competent, independent, licensed, and impartial third party selected by the licensed appraisers for the insurer and the insured to resolve issues that the licensed appraisers are unable to reach an agreement during the course of the appraisal process pursuant to a residential or commercial property insurance contract that is required to provide for resolution of a claim dispute by appraisal.
- (6) "Property insurance loss appraiser" or "appraiser" means a competent, licensed, and independent and impartial third party selected by an insurer or an insured to develop an appraisal for purposes of the appraisal process under a residential or commercial property insurance contract that provides for resolution of a claim dispute by appraisal.
- (7) "Uniform application" means the uniform application of the National Association of Insurance Commissioners for nonresident agent licensing, effective January 15, 2001, or subsequent versions adopted by rule by the department.

468.8611 Fees.-

(1) The department, by rule, may establish fees to be paid for application, examination, reexamination, licensing and renewal, inactive status application, reactivation of inactive licenses, and application for providers of continuing education. The department may also establish by rule a delinquency fee. Fees shall be based on department estimates of the revenue

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required to implement the provisions of this part. Fees shall be remitted with the application, examination, reexamination, licensing and renewal, inactive status application, reactivation of inactive licenses, and application for providers of continuing education.

- (2) The application fee shall not exceed \$200 and is nonrefundable. The examination fee shall not exceed \$200 plus the actual per applicant cost to the department to purchase the examination, if the department chooses to purchase the examination. The examination fee shall be in an amount that covers the cost of obtaining and administering the examination and shall be refunded if the applicant is found ineligible to sit for the examination.
 - (3) The fee for an initial license shall not exceed \$250.
- (4) The fee for an initial certificate of authorization shall not exceed \$250.
- $\underline{\mbox{(5)}}$ The fee for a biennial license renewal shall not exceed \$500.
- (6) The fee for application for inactive status shall not exceed \$125.
- (7) The fee for reactivation of an inactive license shall not exceed \$250.
- (8) The fee for applications from providers of continuing education may not exceed \$600.
- (9) The fee for fingerprinting shall be included in the department's costs for the background check.
- 636 468.86115 Application for license as a property insurance appraiser.—
 - (1) The department shall not issue a license as a property

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insurance appraiser to any person except upon written application previously filed with the department, with qualification and advance payment of all applicable fees. Any such application shall be made under oath or affirmation and signed by the applicant. The department shall accept the uniform application for a nonresident property insurance appraiser. The department may adopt revised versions of the uniform application by rule.

- (2) In the application, the applicant shall set forth:
- (a) His or her full name, age, social security number, residence address, business address, mailing address, contact telephone numbers, including a business telephone number, and email address.
- (b) Proof that he or she has completed or is in the process of completing any required prelicensing course.
- (c) Whether he or she has been refused or has voluntarily surrendered or has had suspended or revoked a professional license by the supervising officials of any state.
- (d) Proof that the applicant meets the requirements of licensure as a property insurance appraiser as required under ss. 468.8611 and 468.8612, and this section.
 - (e) The applicant's gender.
 - (f) The applicant's native language.
 - (g) The applicant's highest achieved level of education.
- (h) All education requirements that the applicant has completed to qualify as a property insurance appraiser, including the name of the course, the course provider, and the course completion dates.
 - (3) Each application shall be accompanied by payment of any

applicable fee.

(4) At the time of application, the applicant must be fingerprinted by a law enforcement agency or other entity approved by the department, and he or she must pay the fingerprint processing fee in s. 468.8611. Fingerprints must be processed by the Department of Law Enforcement.

- (5) The Department of Law Enforcement may, to the extent provided for by federal law, exchange state, multistate, and federal criminal history records with the department or office for the purpose of the issuance, denial, suspension, or revocation of a certificate of authority, certification, or license to operate in this state.
- (6) The Department of Law Enforcement may accept fingerprints of any other person required by statute or rule to submit fingerprints to the department or office or any applicant or licensee regulated by the department or office who is required to demonstrate that he or she has not been convicted of or pled guilty or nolo contendere to a felony or a misdemeanor.
- (7) The Department of Law Enforcement shall, upon receipt of fingerprints from the department or office, submit the fingerprints to the Federal Bureau of Investigation for a federal criminal history records check.
- (8) Statewide criminal records obtained through the Department of Law Enforcement, federal criminal records obtained through the Federal Bureau of Investigation, and local criminal records obtained through local law enforcement agencies shall be used by the department and office for the purpose of issuance, denial, suspension, or revocation of certificates of authority, certifications, or licenses issued to operate in this state.

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(9) The department shall develop and maintain as a public record a current list of licensed property insurance appraisers.

468.8612 Examinations.-

- (1) A person desiring to be licensed as a property insurance appraiser must apply to the department after satisfying the examination requirements of this part.
- (2) An applicant may practice in this state as a property insurance appraiser if he or she passes the required examination, is of good moral character, and meets one of the following requirements:
- (a) The applicant is currently licensed, registered, certified, or approved as an engineer as defined in s. 471.005, or as a retired professional engineer as defined in s. 471.005, and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedures, appraisal preparation, and any other related material deemed appropriate by the department.
- (b) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been licensed, registered, certified, or approved as a general contractor, building contractor, or residential contractor as defined in s. 489.105 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
 - (c) The applicant is currently or, within the 5 years

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immediately preceding the date on which the application is filed with the department, has been licensed or registered as an architect to engage in the practice of architecture pursuant to part I of chapter 481 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.

- immediately preceding the date on which the application is filed with the department, has been a qualified geologist or professional geologist as defined in s. 492.102 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (e) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been licensed as a certified public accountant as defined in s. 473.302 and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (f) The applicant is currently or, within the 5 years immediately preceding the date on which the application is filed with the department, has been a licensed attorney in this state and has taught or successfully completed 4 hours of classroom

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coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.

- (g) The applicant has received a baccalaureate degree from an accredited 4-year college or university in the field of engineering, architecture, or building construction and has taught or successfully completed 4 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, and any other related material deemed appropriate by the department.
- (h) The applicant is a currently licensed adjuster whose license covers all lines of insurance except the life and annuities class. The adjuster's license must include the property and casualty class of insurance. The currently licensed adjuster must be licensed for at least 3 years to qualify for a property insurance appraiser's license.
- (i) The applicant has received a minimum of 8 semester hours or 12 quarter hours of credit from an accredited college or university in the field of accounting, geology, engineering, architecture, or building construction.
- (j) The applicant has successfully completed 40 hours of classroom coursework, approved by the department, specifically related to construction, building codes, appraisal procedure, appraisal preparation, property insurance, and any other related material deemed appropriate by the department.
- (3) The department shall review and approve courses of study for the continuing education of property insurance

784 appraisers.

- (4) The department may not issue a license as a property insurance appraiser to any individual found by it to be untrustworthy or incompetent or who:
- (a) Has not filed an application with the department in accordance with s. 468.85115.
- (b) Is not a natural person who is at least 18 years of age.
- (c) Is not a United States citizen or legal alien who possesses work authorization from the United States Citizenship and Immigration Services.
- (d) Has not completed the education, experience, or licensing requirements in this section.
- (5) An incomplete application expires 6 months after the date it is received by the department.
- (6) An applicant seeking to become licensed under this part may not be rejected solely by virtue of membership or lack of membership in any particular appraisal organization.

468.8613 Licensure.-

- (1) The department shall license any applicant who the department certifies has completed the requirements of ss. 468.8611, 468.86115, and 468.8612.
- (2) The department shall not issue a license by endorsement to any applicant for a property insurance appraiser license who is under investigation in another state for any act that would constitute a violation of this part until such time that the investigation is complete and disciplinary proceedings have been terminated.

468.8614 Renewal of license.—

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(1) The department shall renew a license upon receipt of the renewal application and fee and upon certification by the department that the licensee has satisfactorily completed the continuing education requirements of s. 468.8615.

- (2) The department shall adopt rules establishing a procedure for the biennial renewal of licenses.
 - 468.8615 Continuing education.
- (1) The department may not renew a license until the licensee submits satisfactory proof to the department that, during the 2 years before his or her application for renewal, the licensee completed at least 30 hours of continuing education in addition to 5 hours of ethics. Criteria and course content shall be approved by the department by rule.
- (2) The department may prescribe by rule additional continuing professional education hours, not to exceed 25 percent of the total required hours, for failure to complete the required hours for renewal by the end of the renewal period.
- (3) Each appraiser course provider, instructor, and classroom course must be approved by and registered with the department before prelicensure courses for property insurance appraisers may be offered. Each classroom course must include a written examination at the conclusion of the course and must cover all of the material contained in the course. A student may not receive credit for the course unless the student achieves a grade of at least 75 percent on the examination.
 - (4) The department shall adopt rules establishing:
- (a) Standards for the approval, registration, discipline, or removal from registration of course providers, instructors, and courses. The standards must be designed to ensure that

instructors have the knowledge, competence, and integrity to
fulfill the educational objectives of the prelicensure
requirements of this part.

(b) A process for determining compliance with the prelicensure requirements of this part.

- The department shall adopt rules prescribing the forms necessary to administer the prelicensure requirements of this part.
- (5) Approval to teach prescribed or approved appraisal courses does not entitle the instructor to teach any courses outside the scope of this part.
 - 468.8616 Inactive license.—
- (1) A licensee may request that his or her license be placed on inactive status by filing an application with the department.
- (2) A license that has become inactive may be reactivated upon application to the department. The department may prescribe by rule continuing education requirements as a condition for reactivation of an inactive license. The continuing education requirements for reactivating a license may not exceed 14 hours for each year the license was inactive.
- (3) The department shall adopt rules relating to licenses that have become inactive and for the renewal of inactive licenses. The department shall prescribe by rule a fee not to exceed \$250 for the reactivation of an inactive license and a fee not to exceed \$250 for the renewal of an inactive license.
- 468.8617 Certification of partnerships, corporations, and other business entities.—The practice of, or the offer to practice as, a property insurance appraiser by licensees through

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a partnership, corporation, or other business entity offering property insurance appraiser services to the public, or by a partnership, corporation, or other business entity through licensees under this part as agents, employees, officers, or partners is permitted subject to the provisions of this part. This section does not allow a corporation or other business entity to hold a license to practice property insurance appraiser services. A partnership, corporation, or other business entity is not relieved of responsibility for the conduct or acts of its agents, employees, or officers by reason of its compliance with this section. An individual practicing as a property insurance appraiser is not relieved of responsibility for professional services performed by reason of his or her employment or relationship with a partnership, corporation, or other business entity.

468.8618 Grounds for compulsory refusal, suspension, or revocation of an appraiser's license.—The department shall deny an application for, suspend, revoke, or refuse to renew or continue the license or appointment of any applicant, property insurance appraiser, or licensee and shall suspend or revoke the eligibility to hold a license or appointment of any such person if it finds that any one or more of the following applicable grounds exist:

- (1) Lack of one or more of the qualifications for the license as specified in this part.
- (2) Material misstatement, misrepresentation, or fraud in obtaining the license or in attempting to obtain the license or appointment.
 - (3) Failure to pass to the satisfaction of the department

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any examination required under this act.

- (4) That the license or appointment was willfully used, or will be used, to circumvent any of the requirements or prohibitions of this code.
- (5) Demonstrated a lack of fitness or trustworthiness to engage as a property insurance appraiser.
- (6) Demonstrated a lack of reasonably adequate knowledge and technical competence to engage in the transactions authorized by the license.
- (7) Fraudulent or dishonest practices in the conduct of business under the license.
- (8) Willful failure to comply with, or willful violation of, any proper order or rule of the department or willful violation of any provision of this act.
- (9) Having been found guilty of or having pled guilty or nolo contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States or of any state thereof or under the law of any other country which involves moral turpitude, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.
- (10) Violated a duty imposed upon her or him by law or by the terms of a contract, whether written, oral, expressed, or implied, in an appraisal; has aided, assisted, or conspired with any other person engaged in any such misconduct and in furtherance thereof; or has formed an intent, design, or scheme to engage in such misconduct and committed an overt act in furtherance of such intent, design, or scheme. It is immaterial to a finding that a licensee has committed a violation of this

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subsection that the victim or intended victim of the misconduct has sustained no damage or loss, that the damage or loss has been settled and paid after the discovery of misconduct, or that such victim or intended victim was a customer or a person in a confidential relationship with the licensee or was an identified member of the general public.

- appraiser revoked, suspended, or otherwise acted against; has had his or her registration, license, or certificate to practice or conduct any regulated profession, business, or vocation revoked or suspended by this or any other state, any nation, or any possession or district of the United States; or has had an application for such registration, licensure, or certification to practice or conduct any regulated profession, business, or vocation denied by this or any other state, any nation, or any possession or district of the United States.
- (12) (a) Made or filed a report or record, written or oral, which the licensee knows to be false;
- (b) Has willfully failed to file a report or record required by state or federal law;
 - (c) Has willfully impeded or obstructed such filing; or
- (d) Has induced another person to impede or obstruct such filing.
- (13) Accepted an appointment as an appraiser if the appointment is contingent upon the appraiser reporting a predetermined result, analysis, or opinion, or if the fee to be paid for the services of the appraiser is contingent upon the opinion, conclusion, or valuation reached by the appraiser.
 - 468.86185 Grounds for discretionary denial, suspension, or

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revocation of an appraiser's license.—The department may deny an application for and suspend, revoke, or refuse to renew or continue a license as a property insurance appraiser if the applicant or licensee has:

- (1) Failed to timely communicate with the opposing party's appraiser without good cause.
- (2) Failed or refused to exercise reasonable diligence in submitting recommendations to the opposing party's appraiser.
- (3) Violated any ethical standard for property insurance appraisers set forth in s. 468.8619.
- (4) Failed to inform the department in writing within 30 days after pleading guilty or nolo contendere to, or being convicted or found guilty of, a felony.
- (5) Failed to timely notify the department of any change in business location or has failed to fully disclose all business locations from which he or she operates as a property insurance appraiser.
- 468.8619 Ethical standards for property insurance appraisers.—
- (1) CONFIDENTIALITY.—An appraiser shall maintain confidentiality of all information revealed during an appraisal except to the party that hired the appraiser and except where disclosure is required by law.
- (2) RECORDKEEPING.—An appraiser shall maintain confidentiality in the storage and disposal of records and may not disclose any identifying information when materials are used for research, training, or statistical compilations.
- (3) FEES AND EXPENSES.—Fees charged for appraisal services shall be reasonable and consistent with the nature of the case.

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An appraiser shall be guided by the following in determining fees:

- (a) All charges for services as an appraiser based on time may not exceed actual time spent or allocated.
 - (b) Charges for costs shall be for those actually incurred.
- (4) MAINTENANCE OF RECORDS.—An appraiser shall maintain records necessary to support charges for services and expenses, and upon request shall provide an accounting of all applicable charges to the parties. An appraiser licensed under this part shall retain for at least 5 years original or true copies of any contracts engaging the appraiser's services, appraisal reports, and supporting data assembled and formulated by the appraiser in preparing appraisal reports. The period for retaining the records applicable to each engagement starts on the date of the submission of the appraisal report to the client. The records must be made available by the appraiser for inspection and copying by the department upon reasonable notice to the appraiser. If an appraisal has been the subject of, or has been admitted as evidence in, a lawsuit, reports, and records the appraisal must be retained for at least 2 years after the date that the trial ends.
- (5) ADVERTISING.—An appraiser may not engage in marketing practices that contain false or misleading information. An appraiser shall ensure that any advertisements of the appraiser's qualifications, services to be rendered, or the appraisal process are accurate and honest. An appraiser may not make claims of achieving specific outcomes or promises implying favoritism for the purpose of obtaining business.
 - (6) INTEGRITY AND IMPARTIALITY.—An appraiser may not accept

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any engagement, provide any service, or perform any act that
would compromise the appraiser's integrity or impartiality.

- (a) An appraiser may not accept an appointment unless he or she can:
 - 1. Serve impartially;
- $\underline{\text{2. Serve independently from the party appointing him or}}$ her;
 - 3. Serve competently; and
- 4. Be available to promptly commence the appraisal, and thereafter devote the time and attention to its completion in a manner expected by all involved parties.
- (b) An appraiser shall conduct the appraisal process in a manner that advances the fair and efficient resolution of the matters submitted for decision. A licensed appraiser shall make all reasonable efforts to prevent delays in the appraisal process, the harassment of parties or other participants, or other abuse or disruption of the appraisal process.
- (c) Once a licensed appraiser has accepted an appointment, the appraiser may not withdraw or abandon the appointment unless compelled to do so by unanticipated circumstances that would render it impossible or impracticable to continue.
- deliberation, decide all issues submitted for determination and no other issues. A licensed appraiser shall decide all matters justly, exercising independent judgment, and may not allow outside pressure to affect the decision. An appraiser may not delegate the duty to decide to any other person.
- (7) SKILL AND EXPERIENCE.—An appraiser shall decline an appointment or selection, withdraw, or request appropriate

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assistance when the facts and circumstances of the appraisal are beyond the appraiser's skill or experience.

- (8) GIFTS AND SOLICITATION.—An appraiser may not give or accept any gift, favor, loan, or other item of value in an appraisal process except for the appraiser's reasonable fee.

 During the appraisal process, an appraiser may not solicit or otherwise attempt to procure future professional services.
 - (9) COMMUNICATIONS WITH PARTIES.—
- (a) If an agreement of the parties establishes the manner or content of the communications between the appraisers, the parties, and the umpire, the appraisers shall abide by such agreement. In the absence of agreement, an appraiser may not discuss a proceeding with any party or with the umpire in the absence of any other party, except in the following circumstances:
- 1. If the appointment of the appraiser or umpire is being considered, the prospective appraiser or umpire may ask about the identities of the parties, counsel, and the general nature of the case, and may respond to inquiries from a party, its counsel or an umpire designed to determine his or her suitability and availability for the appointment;
- 2. To consult with the party who appointed the appraiser concerning the selection of a neutral umpire;
- 3. To make arrangements for any compensation to be paid by the party who appointed the appraiser; or
- 4. To make arrangements for obtaining materials and inspection of the property with the party who appointed the appraiser. Such communication is limited to scheduling and the exchange of materials.

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1074	(b) There may be no communications whereby a party dictates
1075	to an appraiser what the result of the proceedings must be, what
1076	matters or elements may be included or considered by the
1077	appraiser, or what actions the appraiser may take.
1078	Section 3. This act shall take effect July 1, 2015.

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