Representative Grieco offered the following:

**Amendment (with directory and title amendments)**

Between lines 988 and 989, insert:

(9) When the Governor declares a state of emergency pursuant to s. 252.36, regarding a natural disaster, tropical storm or hurricane and an insurance claim arises from such events, if the insurer, within a 6-month period, assigns a third or subsequent licensed claims adjuster to be primarily responsible for the insurance claim, the insurer shall provide the insured, within 14 days, all of the following:

(a) A written status report that shall include at least
1. A summary of any decisions or actions that are substantially related to the disposition of the claim.

2. The dollar amount of coverage for losses to structures and contents.

3. The undisputed dollar amount of losses to structures and contents.

4. The retention of or intention to consult design or construction professionals.

5. All items of dispute.

(b) Two or more direct means of communications with the primary contact.

(c) A primary contact for the insured.

(d) As used in this subsection, "primary contact" means the licensed all-lines adjuster, independent adjuster, or company employee adjuster primarily assigned to the claim. Once assigned, the primary contact shall remain assigned to the insured's claim until the insurer closes the claim or a party files suit on the claim. The designation of a primary contact shall not preclude other claims personnel, vendors, or professionals, including clerical staff members, and call center staff members, from working on portions of the insured's claim.

(e) If the insured requests additional information, the insurer shall ensure that the primary contact refers the insured to the appropriate supervisor who has authority over claims handling.
DIRECTORY AMENDMENT

Remove line 927 and insert:
Statutes, are amended and subsection (9) is added to that section, to read:

TITLE AMENDMENT

Remove line 131 and insert:
certain circumstances; requiring certain insurers, following a declaration of a state of emergency by the Governor, to provide an insured with specified information; amending s. 627.70152, F.S.;