

AMENDED IN ASSEMBLY JUNE 25, 2001

AMENDED IN SENATE JUNE 4, 2001

AMENDED IN SENATE MAY 1, 2001

SENATE BILL

No. 708

Introduced by Senator Speier

February 23, 2001

An act to amend Sections 790.035, 10089.70, 10089.71, 10089.72, 10089.73, 10089.74, 10089.75, 10089.77, 10089.78, 10089.79, 10089.82, 10089.83, 10089.84, and 12921.3 of, and to add Sections 10089.3, 12921.9, and 12926.2 to, the Insurance Code, relating to insurance.

LEGISLATIVE COUNSEL'S DIGEST

SB 708, as amended, Speier. Insurance.

(1) Existing law provides for regulation of the business of insurance by the Insurance Commissioner. Existing law prohibits trade practices defined or determined to be an unfair method of competition or an unfair or deceptive act or practice in the business of insurance, imposes specified civil penalties for violations, and provides discretion to the commissioner to establish what constitutes an act for these purposes.

This bill would require the commissioner to adopt regulations regarding the conduct that constitutes an act for these purposes, and would authorize the commissioner to order an insurer to pay restitution associated with those violations.

(2) Existing law requires the Department of Insurance to establish a program for the mediation of disputes between insureds and insurers arising out of the 1994 Northridge earthquake. This program is authorized to continue through January 1, 2005.

This bill would extend the operation of the program until January 1, 2006, and would expand it to include disputes arising out of an event for any insured peril that involves lines of insurance for residential and automobile coverage and any other insured loss the commissioner determines would be best served by the mediation process. The bill would make other changes to the mediation program.

(3) Existing law requires the commissioner to receive, investigate, and respond to complaints and inquiries relative to the handling of insurance claims by insurers.

This bill would provide that the commissioner may not decline to investigate complaints on various grounds, including that the insured is represented by an attorney or is involved in a civil action against an insurer, or that the complaint is from an attorney. The bill would also require the department to make certain information concerning these complaints public.

(4) Existing law sets forth various other duties and responsibilities of the commissioner and the department.

This bill would require the department to make public ~~any letters a letter or legal opinion~~ signed by the commissioner or the department's chief counsel ~~and legal opinions of the department that was~~ prepared in response to an inquiry from an insured or other person or entity ~~and that discusses the application of the Insurance Code or regulations promulgated by the commissioner~~. The bill would define the term "extraordinary circumstances" for the purpose of the department determining noncompliance with the insurance laws and regulations and determining appropriate penalties. The bill would impose limitations on the authority of the department to enter into settlement agreements referencing the existence of extraordinary circumstances for a period of more than 6 months. The bill would also require the department to adopt regulations relative to the training and accreditation of insurance adjusters in the evaluation of earthquake damage.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 790.035 of the Insurance Code is
2 amended to read:

1 790.035. (a) Any person who engages in any unfair method
2 of competition or any unfair or deceptive act or practice defined
3 in Section 790.03 is liable to the state for a civil penalty to be fixed
4 by the commissioner, not to exceed seven thousand five hundred
5 dollars (\$7,500) for each act, or, if the act or practice was willful,
6 a civil penalty not to exceed fifteen thousand dollars (\$15,000) for
7 each act.

8 (b) The Commissioner shall have the discretion to establish
9 what constitutes an act. In exercising that discretion, the
10 commissioner shall adopt regulations providing criteria to be
11 applied in making that determination and in establishing the
12 penalty to be imposed. Those criteria shall include, at a minimum,
13 those factors to be considered in determining that an act is willful,
14 consideration of the severity of the detriment to the public caused
15 by the act, the relative number of claims where acts are found to
16 exist when contrasted to the total number of claims ~~handled during~~
17 *reviewed by the department for* the relevant time period, and the
18 existence or nonexistence of previous violations of ~~this section~~
19 *Section 790.03* by the insurer. However, when the issuance,
20 amendment, or servicing of a policy or endorsement is inadvertent,
21 all of those acts shall be a single act for the purpose of this section.

22 (c) The penalty imposed by this section shall be imposed by and
23 determined by the commissioner as provided by Section 790.05.
24 The penalty imposed by this section is appealable by means of any
25 remedy provided by Section 12940 or by Chapter 5 (commencing
26 with Section 11500) of Part 1 of Division 3 of Title 2 of the
27 Government Code.

28 (d) In addition to the penalty provided in this section, the
29 commissioner may, by way of settlement or by decision after
30 hearing, order the payment of restitution to individual insureds or
31 claimants or to designated classes of insureds or claimants upon
32 the terms and conditions that the commissioner in the reasonable
33 exercise of discretion may require. However, it shall not be a
34 defense in a private civil action that the commissioner did not order
35 the payment of restitution to individual insureds or claimants or to
36 designated classes of insureds or claimants pursuant to this
37 subdivision.

38 SEC. 2. Section 10089.3 is added to the Insurance Code, to
39 read:

10089.3. (a) The department shall adopt regulations setting forth standards governing the training of insurance adjusters in evaluating damage caused by earthquakes. On or before December 31, 2004, insurers shall train and accredit adjusters in accordance with these standards. Thereafter, an insurer using one or more adjusters who are not trained and accredited in accordance with those standards shall submit the names of those adjusters to the department, along with information concerning earthquake claims those persons have adjusted.

(b) For purposes of this section, “insurance adjuster” shall include the following persons:

(1) Persons licensed pursuant to Chapter 1 (commencing with Section 14000) of Division 5.

(2) Employees of persons licensed pursuant to Chapter 1 (commencing with Section 14000) of Division 5 who perform insurance adjusting activities as defined in Section 14021.

(3) Employees of an insurer who perform insurance adjusting activities as defined in Section 14021.

SEC. 3. Section 10089.70 of the Insurance Code is amended to read:

10089.70. The department shall establish and maintain a mediation program, consistent with Section 10089.79, for the mediation of the disputes between insured complainants and insurers arising out of any event that results from an insured peril. The program shall apply only to lines of insurance related to residential coverage, as defined in paragraphs (1) and (2) of subdivision (a) of Section 675, and collision and automobile physical damage coverage, as defined in subdivisions (c) and (d) of Section 660, and any other insured property loss that the commissioner determines would be best served by the mediation process. The goal of the program shall be to favorably resolve a statistically significant number of disputes sent to mediation under the program. This chapter does not apply to any dispute that turns on a question of major insurance coverage or a purely legal interpretation, or disputes involving the actions of an agent or broker in which the insurer is not alleged to have been responsible for the conduct, or any complaint the commissioner finds to be frivolous, or any dispute in which a party is alleged to have committed fraud.

SEC. 4. Section 10089.71 of the Insurance Code is amended to read:

10089.71. Any insured having a dispute with an insurer under a policy that qualifies for this program may file a written complaint with the department. The complaint shall indicate that the complainant has not been able to reach a satisfactory settlement of a claim with the insurer. The department shall, if deemed appropriate, notify the insurer against whom the complaint is made of the nature of the complaint, may request appropriate relief for the complainant, and may meet and confer with the complainant and the insurer in order to attempt resolution of the dispute.

SEC. 5. Section 10089.72 of the Insurance Code is amended to read:

10089.72. (a) If, after the department's intervention, the insurer and the insured do not reach agreement, the department may notify the insurer ~~of the claim or dispute. To that in order to~~ avoid referral to mediation, the insurer shall have 28 calendar days to resolve the dispute following notice of the dispute from the department, unless the department, for good cause, extends the period by an additional 7 calendar days.

(b) The department may not refer a claim to mediation unless the amount claimed by the insured exceeds seven thousand five hundred dollars (\$7,500) and the amount in dispute exceeds two thousand dollars (\$2,000).

SEC. 6. Section 10089.73 of the Insurance Code is amended to read:

10089.73. If the dispute is not resolved within the time period prescribed by Section 10089.72, the insurer shall notify the department of the failure, and may include the reason for the failure. The insurer shall, within the time period prescribed by Section 10089.72, notify the department of its position if it believes that the dispute is not eligible for the mediation program.

SEC. 7. Section 10089.74 of the Insurance Code is amended to read:

10089.74. (a) If the insurer notifies the department of the failure to resolve the dispute, the department shall notify the insured of the insured's ability to request mediation and ask the insured whether the insured requests mediation. If the insured responds affirmatively, the department shall refer the dispute to mediation.

1 (b) If the insurer fails to give the required notice to the
2 department prior to the expiration of the time limits set forth in
3 Section 10089.72, the department shall notify the insured of the
4 insured's ability to request mediation and ask the insured whether
5 the insured requests mediation. If the insured responds
6 affirmatively, the department shall refer the dispute to mediation.
7 The department may not refer a dispute to mediation if the matter
8 turns upon any of the reasons or conditions set forth in Section
9 10089.70, relative to applicability, or if for other good cause the
10 commissioner determines that mediation of the dispute is
11 inappropriate.

12 (c) If the insured has filed a civil complaint, the insurer is
13 excused from mediating under this chapter any claims or disputes
14 involved in the civil action.

15 SEC. 8. Section 10089.75 of the Insurance Code is amended
16 to read:

17 10089.75. (a) Any insurer may inform an insured who has
18 filed a complaint with the department concerning a dispute that
19 qualifies for this program of the existence of the mediation
20 program and may ask the insured to seek mediation under this
21 chapter jointly with the insurer. Any insurer may notify the
22 department of any dispute arising out of a qualifying event that it
23 believes may be appropriately resolved through the mediation
24 program. The department, with respect to that notification, shall
25 proceed as provided in subdivision (a) of Section 10089.74.

26 (b) Notwithstanding Section 10089.82, if the commissioner
27 makes a finding that an individual insurer has engaged in
28 unreasonable or arbitrary refusals to mediate, the commissioner
29 shall have the authority to require that insurer to participate in
30 mediation in all cases deemed by the commissioner appropriate for
31 mediation under this chapter.

32 (c) Any insurer who has been ordered to participate in
33 mediation on a mandatory basis may seek a review of the order by
34 filing in a court of competent jurisdiction within 30 calendar days
35 of the order. The commissioner's order to participate in mediation,
36 however, may not be stayed during the pendency of any judicial
37 proceeding for any period beyond 60 calendar days after the initial
38 date of the order to participate. The basis for the commissioner's
39 decision to require an insurer to participate in the mediation
40 program shall not be made public unless review is sought. The



1 commissioner's decision not to require an insurer to participate,
2 including the basis for the decision, shall be made public.

3 (d) Any insured whose request to mediate his or her claim
4 under this chapter was declined by an insurer may request the
5 commissioner to require the insurer to participate in the mediation
6 program and may seek review in a court of competent jurisdiction
7 of the commissioner's decision not to require the insurer to
8 participate in the mediation program. The review shall be required
9 to be sought within 30 calendar days after the commissioner's
10 decision.

11 SEC. 9. Section 10089.77 of the Insurance Code is amended
12 to read:

13 10089.77. The department shall contract with a diverse pool
14 of mediators for the provision of mediation services. The
15 contractors shall be qualified mediators who meet standards
16 established by the commissioner. The commissioner shall
17 establish standards in consultation with consumer groups,
18 policyholder groups, mediators, alternative dispute resolution
19 groups, insurers, and the State Bar. These standards shall include:

20 (a) Mandatory training that may be provided by the
21 department, which shall include, at a minimum, the legal rules for
22 insurance policy interpretation and the rights of insureds under
23 California law, and methods of determining costs of construction
24 and reconstruction and costs of automobile repair in given
25 geographical areas.

26 (b) A requirement that no mediator participating in this
27 program may have business, familial, contractual, or other
28 affiliation with, or financial interest in, the insured, or in any
29 insurer, insurance agent, or agency. For purposes of this
30 subdivision, an investment in a mutual fund that holds insurer
31 stocks is not a financial interest. Financial interest does not include
32 prior representation of, or an employment or contractual
33 relationship with a law firm or lawyer who represents, one or more
34 insurers or who represents insurance agents in connection with
35 their business affairs, provided the law firm or lawyer has not
36 previously represented any of the parties to the mediation.

37 However, any prior representation, employment, or contractual
38 relationship shall be disclosed to the parties to the mediation. If any
39 party objects to the mediator because of the prior representation,
40 employment, or contractual relationship, the department shall

1 dismiss that mediator and select a new mediator. An objection
2 under this subdivision does not limit a party's right to object once
3 under subdivision (d).

4 (c) A requirement that no mediator participating in this
5 program may be either a lawyer or an employee of a lawyer or law
6 firm that has represented any party to the mediation in the previous
7 36 months, or a person who has a business, familial, contractual,
8 or other affiliation with a lawyer or law firm that has represented
9 any party to the mediation in a lawsuit against the insurer in the last
10 36 months.

11 (d) Each party to the mediation may object once to the mediator
12 assigned by the department. If a party objects to the mediator, the
13 department shall dismiss the mediator and assign another
14 mediator.

15 SEC. 10. Section 10089.78 of the Insurance Code is amended
16 to read:

17 10089.78. Upon receipt of a complaint, the mediation service,
18 to the extent possible, shall issue a notice to the insured and the
19 insurer setting a date and time within 21 calendar days of the date
20 of the notice for commencement of a mediation conference. The
21 mediator shall make all reasonable efforts to schedule the
22 mediation at a time agreeable to both parties. The notice shall
23 inform the parties that the cost of mediation will be borne by the
24 insurer, except to the extent provided in Section 10089.81. The
25 notice shall also state that in the event of a proposed settlement the
26 insured may have three business days in which to rescind the
27 agreement, as specified in subdivision (c) of Section 10089.82.

28 SEC. 11. Section 10089.79 of the Insurance Code is amended
29 to read:

30 10089.79. (a) The costs of mediation shall be reasonable, and
31 shall be borne by the insurer, except as provided in Section
32 10089.81. The commissioner may set a fee not to exceed seven
33 hundred dollars (\$700) for each dispute mediated.

34 (b) The mediation program shall only begin if it is funded
35 through an appropriation made in the annual Budget Act. This
36 appropriation shall be repaid, under a plan approved through the
37 annual Budget Act, by the fees established in subdivision (a).

38 SEC. 12. Section 10089.82 of the Insurance Code is amended
39 to read:

1 10089.82. (a) An insured may not be required to use the
2 department's mediation process. An insurer may not be required
3 to use the department's mediation process, except as provided in
4 Section 10089.75.

5 (b) Neither the insurer nor the insured is required to accept an
6 agreement proposed during the mediation.

7 (c) If the parties agree to a settlement agreement, the insured
8 will have three business days to rescind the agreement.
9 Notwithstanding Chapter 2 (commencing with Section 1115) of
10 Division 9 of the Evidence Code, if the insured rescinds the
11 agreement, it may not be admitted in evidence or disclosed unless
12 the insured and all other parties to the agreement expressly agree
13 to its disclosure. If the agreement is not rescinded by the insured,
14 it is binding on the insured and the insurer, and acts as a release of
15 all specific claims for damages known at the time of the mediation
16 presented and agreed upon in the mediation conference. If counsel
17 for the insured is present at the mediation conference and a
18 settlement is agreed upon that is signed by the insured's counsel,
19 the agreement is immediately binding on the insured and may not
20 be rescinded.

21 (d) This section does not affect rights under existing law for
22 claims for damage that were undetected at the time of the
23 settlement conference.

24 (e) All settlements reached as a result of department-referred
25 mediation shall address only those issues raised for the purpose of
26 resolution. Settlements and any accompanying releases are not
27 effective to settle or resolve any claim not addressed by the
28 mediator for the purpose of resolution, nor any claim that the
29 insured may have related to the insurer's conduct in handling the
30 claim.

31 Referral to mediation or the pendency of a mediation under this
32 article is not a basis to prevent or stay the filing of civil litigation
33 arising in whole or in part out of the same facts. Any applicable
34 statute of limitations is tolled for the number of days beginning
35 from the notification date to the insurer pursuant to Section
36 10089.72, until the date on which the mediation is either
37 completed or declined, or the date on which the insured fails to
38 appear for a scheduled mediation for the second time, or, in the
39 event that a settlement is completed, the expiration of any
40 applicable three business day cooling off period.

1 SEC. 13. Section 10089.83 of the Insurance Code is amended
2 to read:

3 10089.83. (a) On or before August 1 of each year in which
4 this program is in effect, the commissioner shall issue a report on
5 the status of the program in the prior year, including statistics about
6 the number of cases suitable for mediation, the number sent to
7 mediation, and the number accepted, as well as declined, by the
8 insurers, and other similar information concerning the operation
9 of the program.

10 (b) At six-month intervals, the department shall collect from
11 the mediators with which it contracts for this service the following
12 information: the number of persons to whom mediation was
13 offered, the number of insurers that accepted and declined
14 mediation, the number of settlements, and of those settlements, the
15 number rejected within the three business day cooling off period.
16 For each settlement, the mediation service shall also report the
17 amount initially claimed by the consumer and the amount agreed
18 to be paid, if any, by the insurer or other party.

19 (c) The department may adopt regulations, including reporting
20 requirements, in the commissioner's discretion, to implement this
21 chapter. The regulations shall be adopted as emergency
22 regulations pursuant to Chapter 3.5 (commencing with Section
23 11340) of Part 1 of Division 3 of Title 2 of the Government Code.
24 The adoption of the regulations is deemed necessary for the
25 immediate preservation of the public peace, health or safety, or
26 general welfare.

27 SEC. 14. Section 10089.84 of the Insurance Code is amended
28 to read:

29 10089.84. This chapter shall remain in effect until January 1,
30 2006, and as of that date is repealed, unless a later enacted statute,
31 which is enacted before January 1, 2006, deletes or extends that
32 date. Any case referred to mediation by the department prior to
33 January 1, 2006, shall be mediated under this chapter whether or
34 not the mediation has been completed prior to January 1, 2006. No
35 later than October 1, 2004, the commissioner shall report to the
36 Governor and the Legislature on whether the program should be
37 extended, expanded, terminated, or otherwise modified and shall
38 include specific findings regarding the use of the program by
39 insureds and insurers.



SEC. 15. Section 12921.3 of the Insurance Code is amended to read:

12921.3. (a) The commissioner, in person or through employees of the department, shall receive complaints and inquiries, investigate complaints, prosecute insurers when appropriate and according to guidelines determined pursuant to Section 12921.1, and respond to complaints and inquiries by members of the public concerning the handling of insurance claims, including, but not limited to, violations of Article 10 (commencing with Section 1861) of Chapter 9 of Part 2 of Division 1, by insurers, or alleged misconduct by insurers or production agencies.

(b) The commissioner shall not decline to investigate complaints for any of the following reasons:

(1) The insured is represented by an attorney in a dispute with an insurer, or is in mediation or arbitration.

(2) The insured has a civil action against an insurer.

(3) The complaint is from an attorney, if the complaint is based upon evidence or reasonable beliefs about violations of law known to an attorney because of a civil action.

(4) The commissioner may defer the investigation until the finality of a dispute, mediation, arbitration, or civil action involving the claim is known.

(c) In addition to the required summary report referenced in subdivision (c) of Section 12921.1, and within 90 days of making a finding that a complaint is justified pursuant to Section 12921.1, the department shall release to the public the information set forth in paragraphs (2), (3), and (4) of subdivision (c) of Section 12921.1, and any response by the insurer, but shall not include any information that would identify the insured, including the name, address, policy number, or other information that would tend to identify the insured. An insurer shall have 30 days prior to release of this information to provide a response to the department.

(d) The commissioner, as he or she deems appropriate, and pursuant to Section 12921.1, shall provide for the education of, and dissemination of information to, members of the general public or licensees of the department concerning insurance matters.

SEC. 16. Section 12921.9 is added to the Insurance Code, to read:

~~12921.9. A letter signed by the commissioner or the department's chief counsel or legal opinion of the department, prepared in response to an inquiry from an insured or other person or entity, that discusses the application of the law and regulations generally or in connection with specific fact situations, shall be made public. However, the department may redact the name, address, policy number, and other identifying information regarding a particular insured or other person or entity from the letter or legal opinion when it is made public.~~

12921.9. (a) A letter or legal opinion signed by the commissioner or the chief counsel of the Department of Insurance that was prepared in response to an inquiry from an insured or other person or entity and that discusses either generally or in connection with a specific fact situation the application of the Insurance Code or regulations promulgated by the commissioner shall be made public. The department may redact the name, address, policy number, and other identifying information regarding a particular insured or other person or entity from the letter or legal opinion when it is made public.

(b) A letter or legal opinion made public pursuant to this section shall not be construed as establishing an agency guideline, criterion, bulletin, manual, instruction, order, standard of general application, rule, or regulation, as those terms are described in Sections 11340.5 and 11342.600 of the Government Code.

SEC. 17. Section 12926.2 is added to the Insurance Code, to read:

12926.2. (a) As used in this section, "extraordinary circumstances" means circumstances outside of the control of a licensee that severely and materially affect the licensee's ability to conduct normal business operations.

(b) In determining noncompliance with this code and regulations adopted pursuant to this code, and appropriate penalties, if any, the commissioner may consider evidence concerning the existence of extraordinary circumstances.

(c) A settlement agreement between the commissioner and an insurer may not contain a provision referencing the existence of extraordinary circumstances relative to the subject matter at issue, unless the agreement specifies the precise period of time during which extraordinary circumstances were in existence. Except as

1 provided in subdivision (d), extraordinary circumstances may not
2 be stated to exist for a duration of more than six months.

3 (d) A settlement agreement may concede the existence of
4 extraordinary circumstances for a period of time exceeding six
5 months if all of the following conditions are met:

6 (1) The commissioner makes a finding in the agreement that
7 extraordinary circumstances existed for more than six months, and
8 documents in that finding facts supporting that conclusion.

9 (2) The finding identifies the public purpose justifying the
10 extension of extraordinary circumstances beyond the six-month
11 period.

12 (3) The beginning and ending date, by month and year, of the
13 commencement and termination of the extraordinary
14 circumstances are identified.

