

By: Alvarado

S.B. No. 2484

A BILL TO BE ENTITLED

AN ACT

relating to availability of claims contact information for personal and commercial property and casualty insurers.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Section 32.101, Insurance Code, is amended to read as follows:

Sec. 32.101. APPLICABILITY OF SUBCHAPTER. Except as otherwise provided by this subchapter, this ~~[This]~~ subchapter applies to insurers who comprise the top 25 insurance groups in the national market and who issue residential property insurance or personal automobile insurance policies in this state, including a Lloyd's plan, a reciprocal or interinsurance exchange, a county mutual insurance company, a farm mutual insurance company, the Texas Windstorm Insurance Association, the FAIR Plan Association, and the Texas Automobile Insurance Plan Association.

SECTION 2. Subchapter D, Chapter 32, Insurance Code, is amended by adding Section 32.1025 to read as follows:

Sec. 32.1025. CLAIMS CONTACT INFORMATION. (a) Notwithstanding Section 32.101, this section applies to each insurer writing personal or commercial property or casualty insurance in this state, including a Lloyd's plan, a reciprocal or interinsurance exchange, a county mutual insurance company, a farm mutual insurance company, the Texas Windstorm Insurance Association, the FAIR Plan Association, and the Texas Automobile

1 Insurance Plan Association.

2 **(b) The department shall establish and maintain an Internet**
3 **website that lists each insurer writing personal or commercial**
4 **property or casualty insurance in this state and provides for each**
5 **insurer:**

6 **(1) a telephone number used to file a claim with the**
7 **insurer; or**

8 **(2) a link to the Internet website used to file a claim**
9 **with the insurer.**

10 SECTION 3. Section 32.103, Insurance Code, is amended to
11 read as follows:

12 Sec. 32.103. PUBLIC INFORMATION CONCERNING INTERNET
13 WEBSITE. The department shall publicize the existence of an ~~[the]~~
14 Internet website required by this subchapter.

15 SECTION 4. Section 32.104, Insurance Code, is amended to
16 read as follows:

17 Sec. 32.104. DUTIES OF INSURER. (a) On the request of the
18 department, an insurer, including an insurer to which Section
19 32.1025 applies, shall provide to the department any information
20 the department and the office of public insurance counsel determine
21 is reasonable or necessary to fulfill the department's and the
22 office of the public insurance counsel's duties under this
23 subchapter.

24 (b) An insurer shall provide in a conspicuous manner with
25 each residential property insurance or personal automobile
26 insurance policy issued in this state notice of the Internet
27 website required by Section 32.102 ~~[this subchapter]~~. The

S.B. No. 2484

1 commissioner shall determine the form and content of the notice.

2 SECTION 5. This Act takes effect September 1, 2025.