

By: Van de Putte

S.B. No. 1293

A BILL TO BE ENTITLED

AN ACT

relating to a customer satisfaction survey in relation to property and casualty insurers.

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

SECTION 1. Chapter 1, Insurance Code, is amended by adding Article 1.35F to read as follows:

Art. 1.35F. CUSTOMER SATISFACTION SURVEY. (a) In this section:

(1) "Claim" means a first party claim made by an insured or a policyholder under an insurance policy or contract that must be paid by the insurer directly to the insured.

(2) "Claimant" means a person making a claim.

(3) "Property and casualty insurer" means any insurance company authorized to engage in the business of property and casualty insurance in this state. The term includes:

(A) a Lloyd's plan;

(B) a farm mutual insurance company;

(C) a county mutual insurance company; and

(D) a reciprocal or interinsurance exchange.

(b) The department shall develop a customer satisfaction survey to be completed by claimants who have filed a claim with a property and casualty insurer. The department, in conjunction with the office of public insurance counsel, shall compile the survey results and annually publish the survey results on the Internet.

1 (c) The department shall determine the form and content of
2 the customer satisfaction survey.

3 (d) On closing a claim, an insurer shall mail the customer
4 satisfaction survey to the claimant and, if the survey is made
5 available on the Internet by the department, the insurer shall
6 include notification that it may be completed and forwarded to the
7 department using the Internet.

8 SECTION 2. An insurer is not required to distribute a
9 customer satisfaction survey, as required by Article 1.35F,
10 Insurance Code, as added by this Act, before January 1, 2004.

11 SECTION 3. This Act takes effect September 1, 2003.