By: Bonnen of Galveston H.B. No. 1897

## A BILL TO BE ENTITLED

AN ACT

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- 2 relating to dispute resolution for certain claims arising under
- 3 insurance policies issued by the Fair Access to Insurance
- 4 Requirements (FAIR) Plan Association; authorizing fees.
- 5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:
- 6 SECTION 1. Section 2211.003, Insurance Code, is amended by
- 7 adding Subsection (c) to read as follows:
- 8 <u>(c)</u> Subsection (a) does not apply to a person who is
- 9 required to resolve a dispute under Subchapter D-1.
- 10 SECTION 2. Subchapter A, Chapter 2211, Insurance Code, is
- 11 amended by adding Sections 2211.004 and 2211.005 to read as
- 12 follows:

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- Sec. 2211.004. CERTAIN CONDUCT IN DISPUTE RESOLUTION. (a)
- 14 For purposes of this section, "presiding officer" includes a judge,
- 15 mediator, arbitrator, appraiser, or panel member.
- 16 (b) If a person insured under this chapter is assigned to
- 17 act as presiding officer to preside over or resolve a dispute
- 18 involving the association and another person insured under this
- 19 chapter, the presiding officer shall, not later than the seventh
- 20 day after the date of assignment, give written notice to the
- 21 association and to each other party to the dispute, or the
- 22 <u>association's or other party's attorney</u>, that the presiding officer
- 23 is insured under this chapter.
- (c) In a proceeding with respect to which the commissioner

- 1 has authority to designate the presiding officer, the association
- 2 or other party that receives notice under Subsection (b) may file
- 3 with the commissioner a written objection to the assignment of the
- 4 presiding officer to the dispute. The written objection must
- 5 contain the factual basis on which the association or other party
- 6 objects to the assignment.
- 7 (d) The commissioner shall assign a different presiding
- 8 officer to the dispute if, after reviewing the objection filed
- 9 under Subsection (c), the commissioner determines that the
- 10 presiding officer originally assigned to the dispute has a direct
- 11 financial or personal interest in the outcome of the dispute.
- 12 (e) The association or other party must file an objection
- 13 under Subsection (c) not later than the earlier of:
- 14 (1) the seventh day after the date the association or
- 15 other party receives actual notice that the presiding officer is
- 16 <u>insured under this chapter; or</u>
- 17 (2) the seventh day before the date of the first
- 18 proceeding concerning the dispute.
- 19 (f) The commissioner may, on a showing of good cause, extend
- 20 the deadline to file an objection under Subsection (e).
- 21 Sec. 2211.005. APPLICABILITY OF CERTAIN OTHER LAW. (a) A
- 22 person may not bring a private action against the association,
- 23 including a claim against an agent or representative of the
- 24 association, under Chapter 541 or 542. Notwithstanding any other
- 25 provision of this code or this chapter, a class action under
- 26 Subchapter F, Chapter 541, or under Rule 42, Texas Rules of Civil
- 27 Procedure, may be brought against the association only by the

- 1 attorney general at the request of the department.
- 2 (b) Chapter 542 does not apply to the processing and
- 3 settlement of claims by the association.
- 4 SECTION 3. Subchapter D, Chapter 2211, Insurance Code, is
- 5 amended by adding Sections 2211.158 and 2211.159 to read as
- 6 follows:
- 7 Sec. 2211.158. REQUIRED POLICY PROVISIONS: DEADLINE FOR
- 8 FILING CLAIM; NOTICE CONCERNING RESOLUTION OF CERTAIN DISPUTES.
- 9 (a) An insurance policy issued by the association must:
- 10 (1) require an insured to file a claim under the policy
- 11 not later than the first anniversary of the date on which the damage
- 12 to property that is the basis of the claim occurs; and
- 13 (2) contain, in boldface type, a conspicuous notice
- 14 concerning the resolution of disputes under the policy, including:
- 15 (A) the processes and deadlines for appraisal
- 16 under Section 2211.174 and alternative dispute resolution under
- 17 Section 2211.175;
- 18 (B) the binding effect of appraisal under Section
- 19 2211.174; and
- (C) the necessity of complying with the
- 21 requirements of Subchapter D-1 to seek relief, including judicial
- 22 <u>relief.</u>
- 23 (b) The commissioner, on a showing of good cause by a person
- 24 insured under this chapter, may extend the one-year period
- 25 described by Subsection (a)(1) for a period not to exceed 180 days.
- Sec. 2211.159. VOLUNTARY ARBITRATION OF CERTAIN COVERAGE
- 27 AND CLAIM DISPUTES. (a) A person insured under this chapter may

- 1 elect to purchase a binding arbitration endorsement in a form
- 2 prescribed by the commissioner. A person who elects to purchase an
- 3 endorsement under this section must arbitrate a dispute involving
- 4 an act, ruling, or decision of the association relating to the
- 5 payment of, the amount of, or the denial of the claim.
- 6 (b) An arbitration under this section shall be conducted in
- 7 the manner and under rules and deadlines prescribed by the
- 8 commissioner by rule.
- 9 (c) The association may offer a person insured under this
- 10 chapter an actuarially justified premium discount on a policy
- 11 issued by the association if the person elects to purchase a binding
- 12 arbitration endorsement under this section. The premium discount
- 13 may not exceed 10 percent of the premium for the policy, before the
- 14 application of the discount.
- 15 <u>(d) The commissioner shall adopt rules necessary to</u>
- 16 implement and enforce this section, including rules defining
- 17 <u>"actuarially justified" for the purposes of this section.</u>
- 18 SECTION 4. Chapter 2211, Insurance Code, is amended by
- 19 adding Subchapter D-1 to read as follows:
- 20 SUBCHAPTER D-1. CLAIMS: SETTLEMENT AND DISPUTE RESOLUTION
- 21 Sec. 2211.171. DEFINITIONS. In this subchapter:
- 22 (1) "Association policy" means an insurance policy
- 23 issued by the association.
- (2) "Claim" means a request for payment under an
- 25 association policy. The term also includes any other claim against
- 26 the association, or an agent or representative of the association,
- 27 relating to an insured loss, under any theory or cause of action of

- 1 any kind, regardless of the theory under which the claim is
- 2 asserted, the cause of action brought, or the type of damages
- 3 sought.
- 4 (3) "Claimant" means a person who makes a claim.
- 5 Sec. 2211.172. EXCLUSIVE REMEDIES AND LIMITATION ON AWARD.
- 6 (a) This subchapter provides the exclusive remedies for a claim
- 7 against the association, including an agent or representative of
- 8 the association.
- 9 (b) Subject to Section 2211.176, the association may not be
- 10 held liable for any amount other than covered losses payable under
- 11 the terms of the association policy.
- 12 (c) The association, or an agent or representative of the
- 13 association, may not be held liable for damages under Chapter 17,
- 14 Business & Commerce Code, or, except as otherwise specifically
- 15 provided by this chapter, under any provision of any law providing
- 16 for additional damages, exemplary damages, or a penalty.
- 17 Sec. 2211.173. FILING OF CLAIM; CLAIM PROCESSING. (a)
- 18 Subject to Section 2211.158(b), an insured must file a claim under
- 19 an association policy not later than the first anniversary of the
- 20 date on which the damage to property that is the basis of the claim
- 21 <u>occurs.</u>
- 22 (b) The claimant may submit written materials, comments,
- 23 documents, records, and other information to the association
- 24 relating to the claim. If the claimant fails to submit information
- 25 in the claimant's possession that is necessary for the association
- 26 to determine whether to accept or reject the claim, the association
- 27 may, not later than the 30th day after the date the claim is filed,

- 1 request in writing the necessary information from the claimant.
- 2 (c) The association shall, on request, provide a claimant
- 3 reasonable access to all information relevant to the determination
- 4 of the association concerning the claim. The claimant may copy the
- 5 information at the claimant's own cost or may request the
- 6 association to provide a copy of all or part of the information to
- 7 the claimant. The association may charge a claimant the actual cost
- 8 incurred by the association in providing a copy of information
- 9 under this section, excluding any amount for labor involved in
- 10 making any information or copy of information available to a
- 11 claimant.
- 12 (d) Unless the applicable 60-day period described by this
- 13 subsection is extended by the commissioner under Section 2211.180,
- 14 not later than the later of the 60th day after the date the
- 15 <u>association receives a claim or the 60th day after the date the</u>
- 16 <u>association receives information requested under Subsection (b)</u>,
- 17 the association shall provide the claimant, in writing,
- 18 notification that:
- 19 (1) the association has accepted coverage for the
- 20 claim in full;
- 21 (2) the association has accepted coverage for the
- 22 claim in part and has denied coverage for the claim in part; or
- 23 (3) the association has denied coverage for the claim
- 24 in full.
- (e) In a notice provided under Subsection (d)(1), the
- 26 association must inform the claimant of the amount of loss the
- 27 association will pay and of the time limit to demand appraisal under

- 1 <u>Section 2211.174.</u>
- 2 (f) In a notice provided under Subsection (d)(2) or (3), the
- 3 association must inform the claimant of, as applicable:
- 4 (1) the portion of the loss for which the association
- 5 accepts coverage and the amount of loss the association will pay;
- 6 (2) the portion of the loss for which the association
- 7 denies coverage and a detailed summary of the manner in which the
- 8 association determined not to accept coverage for that portion of
- 9 the claim; and
- 10 (3) the time limit to:
- 11 (A) demand appraisal under Section 2211.174 of
- 12 the portion of the loss for which the association accepts coverage;
- 13 and
- 14 (B) provide notice of intent to bring an action
- 15 <u>as required by Section 2211.175.</u>
- 16 (g) In addition to a notice provided under Subsection (d)(2)
- 17 or (3), the association shall provide a claimant with a form on
- 18 which the claimant may provide the association notice of intent to
- 19 bring an action as required by Section 2211.175.
- Sec. 2211.1731. PAYMENT OF CLAIM. (a) Except as provided
- 21 by Subsection (b), if the association notifies a claimant under
- 22 Section 2211.173(d)(1) or (2) that the association has accepted
- 23 coverage for a claim in full or has accepted coverage for a claim in
- 24 part, the association shall pay the accepted claim or accepted
- 25 portion of the claim not later than the 10th day after the date
- 26 notice is made.
- 27 (b) If payment of the accepted claim or accepted portion of

- 1 the claim is conditioned on the performance of an act by the
- 2 claimant, the association shall pay the claim not later than the
- 3 10th day after the date the act is performed.
- 4 Sec. 2211.174. DISPUTES CONCERNING AMOUNT OF ACCEPTED
- 5 COVERAGE. (a) If the association accepts coverage for a claim in
- 6 full and a claimant disputes only the amount of loss the association
- 7 will pay for the claim, or if the association accepts coverage for a
- 8 claim in part and a claimant disputes the amount of loss the
- 9 association will pay for the accepted portion of the claim, the
- 10 claimant may request from the association a detailed summary of the
- 11 manner in which the association determined the amount of loss the
- 12 association will pay.
- 13 (b) If a claimant disputes the amount of loss the
- 14 association will pay for a claim or a portion of a claim, the
- 15 claimant, not later than the 60th day after the date the claimant
- 16 receives the notice described by Section 2211.173(d)(1) or (2), may
- 17 demand appraisal in accordance with the terms of the association
- 18 policy.
- 19 (c) If a claimant, on a showing of good cause and not later
- 20 than the 15th day after the expiration of the 60-day period
- 21 described by Subsection (b), requests in writing that the 60-day
- 22 period be extended, the association may grant an additional 30-day
- 23 period in which the claimant may demand appraisal.
- 24 (d) If a claimant demands appraisal under this section:
- 25 (1) the appraisal must be conducted as provided by the
- 26 association policy; and
- 27 (2) the claimant and the association are responsible

- 1 in equal shares for paying any costs incurred or charged in
- 2 connection with the appraisal, including a fee charged under
- 3 Subsection (e).
- 4 (e) If a claimant demands appraisal under this section and
- 5 the appraiser retained by the claimant and the appraiser retained
- 6 by the association are able to agree on an appraisal umpire to
- 7 participate in the resolution of the dispute, the appraisal umpire
- 8 is the umpire chosen by the two appraisers. If the appraiser
- 9 retained by the claimant and the appraiser retained by the
- 10 association are unable to agree on an appraisal umpire to
- 11 participate in the resolution of the dispute, the commissioner
- 12 shall select an appraisal umpire from a roster of qualified umpires
- 13 maintained by the department. The department may:
- 14 (1) require appraisers to register with the department
- 15 as a condition of being placed on the roster; and
- 16 (2) charge a reasonable registration fee to defray the
- 17 cost incurred by the department in maintaining the roster and the
- 18 commissioner in selecting an appraisal umpire under this
- 19 subsection.
- 20 (f) Except as provided by Subsection (g), the appraisal
- 21 decision is binding on the claimant and the association as to the
- 22 amount of loss the association will pay for a fully accepted claim
- 23 or the accepted portion of a partially accepted claim and is not
- 24 appealable or otherwise reviewable. A claimant that does not
- 25 demand appraisal before the expiration of the periods described by
- 26 Subsections (b) and (c) waives the claimant's right to contest the
- 27 association's determination of the amount of loss the association

- 1 will pay with reference to a fully accepted claim or the accepted
- 2 portion of a partially accepted claim.
- 3 (g) A claimant or the association may, not later than the
- 4 second anniversary of the date of an appraisal decision, file an
- 5 action in a district court in the county in which the loss that is
- 6 the subject of the appraisal occurred to vacate the appraisal
- 7 <u>decision and begin a new appraisal process if:</u>
- 8 (1) the appraisal decision was obtained by corruption,
- 9 fraud, or other undue means;
- 10 (2) the rights of the claimant or the association were
- 11 prejudiced by:
- 12 (A) <u>evident partiality by an appraisal umpire;</u>
- 13 <u>(B) corruption in an appraiser or appraisal</u>
- 14 umpire; or
- 15 <u>(C) misconduct or wilful misbehavior of an</u>
- 16 appraiser or appraisal umpire; or
- 17 (3) an appraiser or appraisal umpire:
- 18 (A) exceeded the appraiser's or appraisal
- 19 umpire's powers;
- 20 (B) refused to postpone the appraisal after a
- 21 showing of sufficient cause for the postponement;
- (C) refused to consider evidence material to the
- 23 <u>claim; or</u>
- (D) conducted the appraisal in a manner that
- 25 substantially prejudiced the rights of the claimant or the
- 26 association.
- 27 (h) Except as provided by Subsection (g), a claimant may not

- 1 bring an action against the association with reference to a claim
- 2 for which the association has accepted coverage in full.
- 3 <u>Sec. 2211.175. DISPUTES CONCERNING DENIED COVERAGE.</u> (a)
- 4 If the association denies coverage for a claim in part or in full
- 5 and the claimant disputes that determination, the claimant, not
- 6 later than the expiration of the limitations period described by
- 7 Section 2211.177(a) but after the date the claimant receives the
- 8 notice described by Section 2211.173(d)(2) or (3), must provide the
- 9 association with notice that the claimant intends to bring an
- 10 action against the association concerning the partial or full
- 11 denial of the claim. A claimant that does not provide notice of
- 12 intent to bring an action before the expiration of the period
- 13 described by this subsection waives the claimant's right to contest
- 14 the association's partial or full denial of coverage and is barred
- 15 from bringing an action against the association concerning the
- 16 denial of coverage.
- 17 (b) If a claimant provides notice of intent to bring an
- 18 action under Subsection (a), the association may require the
- 19 claimant, as a prerequisite to filing the action against the
- 20 association, to submit the dispute to alternative dispute
- 21 resolution by mediation or moderated settlement conference, as
- 22 provided by Chapter 154, Civil Practice and Remedies Code.
- 23 <u>(c) The association must request alternative dispute</u>
- 24 resolution of a dispute described by Subsection (b) not later than
- 25 the 60th day after the date the association receives from the
- 26 claimant notice of intent to bring an action.
- 27 (d) Alternative dispute resolution under this section must

- 1 be completed not later than the 60th day after the date a request
- 2 for alternative dispute resolution is made under Subsection (c).
- 3 The 60-day period described by this subsection may be extended by
- 4 the commissioner in accordance with Section 2211.180 or by the
- 5 association and a claimant by mutual consent.
- 6 (e) If the claimant is not satisfied after completion of 7 alternative dispute resolution, or if alternative dispute 8 resolution is not completed before the expiration of the 60-day period described by Subsection (d) or any extension under that 9 10 subsection, the claimant may bring an action against the association in a district court in the county in which the loss that 11 12 is the subject of the coverage denial occurred. An action brought under this subsection shall be presided over by a judge appointed by 13 14 the judicial panel on multidistrict litigation designated under 15 Section 74.161, Government Code. A judge appointed under this subsection must be an active judge, as defined by Section 74.041, 16 17 Government Code, who is a resident of the county in which the loss that is the basis of the disputed denied coverage occurred or of a 18 19 county adjacent to the county in which that loss occurred.
- (f) If a claimant brings an action against the association concerning a partial or full denial of coverage, the court shall abate the action until the notice of intent to bring an action has been provided and, if requested by the association, the dispute has been submitted to alternative dispute resolution, in accordance with this section.
- 26 <u>(g) A moderated settlement conference under this section</u>
  27 may be conducted by a panel consisting of one or more impartial

- 1 third parties.
- 2 (h) If the association requests mediation under this
- 3 section, the claimant and the association are responsible in equal
- 4 shares for paying any costs incurred or charged in connection with
- 5 the mediation.
- 6 (i) If the association requests mediation under this
- 7 section, and the claimant and the association are able to agree on a
- 8 mediator, the mediator is the mediator agreed to by the claimant and
- 9 the association. If the claimant and the association are unable to
- 10 agree on a mediator, the commissioner shall select a mediator from a
- 11 roster of qualified mediators maintained by the department. The
- 12 department may:
- 13 (1) require mediators to register with the department
- 14 as a condition of being placed on the roster; and
- 15 (2) charge a reasonable registration fee to defray the
- 16 cost incurred by the department in maintaining the roster and the
- 17 commissioner in selecting a mediator under this subsection.
- 18 (j) The commissioner shall establish rules to implement
- 19 this section, including provisions for expediting alternative
- 20 dispute resolution, facilitating the ability of a claimant to
- 21 appear with or without counsel, establishing qualifications
- 22 necessary for mediators to be placed on the roster maintained by the
- 23 department under Subsection (i), and providing that formal rules of
- 24 evidence shall not apply to the proceedings.
- Sec. 2211.176. ISSUES BROUGHT TO SUIT; LIMITATIONS ON
- 26 RECOVERY. (a) The only issues a claimant may raise in an action
- 27 brought against the association under Section 2211.175 are:

- 1 (1) whether the association's denial of coverage was
- 2 proper; and
- 3 (2) the amount of the damages described by Subsection
- 4 (b) to which the claimant is entitled, if any.
- 5 (b) Except as provided by Subsections (c) and (d), a
- 6 claimant that brings an action against the association under
- 7 Section 2211.175 may recover only:
- 8 <u>(1) the covered loss payable under the terms of the</u>
- 9 association policy less, if applicable, the amount of loss already
- 10 paid by the association for any portion of a covered loss for which
- 11 the association accepted coverage;
- 12 (2) prejudgment interest from the first day after the
- 13 date specified in Section 2211.1731 by which the association was or
- 14 would have been required to pay an accepted claim or the accepted
- 15 portion of a claim, at the prejudgment interest rate provided by
- 16 Subchapter B, Chapter 304, Finance Code; and
- 17 (3) court costs and reasonable and necessary
- 18 attorney's fees.
- 19 (c) Nothing in this chapter, including Subsection (b), may
- 20 be construed to limit the consequential damages, or the amount of
- 21 consequential damages, that a claimant may recover under common law
- 22 in an action against the association.
- 23 (d) A claimant that brings an action against the association
- 24 under Section 2211.175 may, in addition to the covered loss
- 25 described by Subsection (b)(1) and any consequential damages
- 26 recovered by the claimant under common law, recover damages in an
- 27 amount not to exceed the aggregated amount of the covered loss

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- 1 described by Subsection (b)(1) and the consequential damages
- 2 recovered under common law if the claimant proves by clear and
- 3 convincing evidence that the association mishandled the claimant's
- 4 claim to the claimant's detriment by intentionally:
- 5 (1) failing to meet the deadlines or timelines
- 6 established under this subchapter without good cause, including the
- 7 applicable deadline established under Section 2211.1731 for
- 8 payment of an accepted claim or the accepted portion of a claim;
- 9 (2) failing to provide the notice required under
- 10 Section 2211.173(d);
- 11 (3) rejecting a claim without conducting a reasonable
- 12 investigation with respect to the claim; or
- 13 (4) denying coverage for a claim in part or in full if
- 14 the association's liability has become reasonably clear as a result
- 15 of the association's investigation with respect to the portion of
- 16 the claim that was denied.
- (e) For purposes of Subsection (d), "intentionally" means
- 18 actual awareness of the facts surrounding the act or practice
- 19 listed in Subsection (d)(1), (2), (3), or (4), coupled with the
- 20 specific intent that the claimant suffer harm or damages as a result
- 21 of the act or practice. Specific intent may be inferred from
- 22 objective manifestations that the association acted intentionally
- 23 or from facts that show that the association acted with flagrant
- 24 disregard of the duty to avoid the acts or practices listed in
- 25 Subsection (d)(1), (2), (3), or (4).
- Sec. 2211.177. LIMITATIONS PERIOD. (a) Notwithstanding
- 27 any other law, a claimant that brings an action against the

- 1 association under Section 2211.175 must bring the action not later
- 2 than the second anniversary of the date on which the person receives
- 3 a notice described by Section 2211.173(d)(2) or (3).
- 4 (b) This section is a statute of repose and controls over
- 5 any other applicable limitations period.
- 6 Sec. 2211.178. CONSTRUCTION WITH OTHER LAW. (a) To the
- 7 extent of any conflict between a provision of this subchapter and
- 8 any other law, the provision of this subchapter prevails.
- 9 (b) Notwithstanding any other law, the association may not
- 10 bring an action against a claimant, for declaratory or other
- 11 relief, before the 180th day after the date an appraisal under
- 12 Section 2211.174, or alternative dispute resolution under Section
- 13 2211.175, is completed.
- Sec. 2211.179. RULEMAKING. (a) The commissioner shall
- 15 adopt rules regarding the provisions of this subchapter, including
- 16 <u>rules concerning:</u>
- 17 (1) qualifications and selection of appraisers for the
- 18 appraisal procedure and mediators for the mediation process;
- 19 (2) procedures and deadlines for the payment and
- 20 handling of claims by the association as well as the procedures and
- 21 deadlines for a review of a claim by the association; and
- 22 (3) any other matters regarding the handling of claims
- 23 that are not inconsistent with this subchapter.
- 24 (b) All rules adopted by the commissioner under this section
- 25 must promote the fairness of the process, protect the rights of
- 26 aggrieved policyholders, and ensure that policyholders may
- 27 participate in the claims review process without the necessity of

- 1 <u>engaging legal counsel.</u>
- 2 Sec. 2211.180. COMMISSIONER EXTENSION OF DEADLINES. (a)
- 3 The commissioner, on a showing of good cause, may extend any
- 4 deadline established under this subchapter.
- 5 (b) For the purposes of Subsection (a), "good cause"
- 6 includes military deployment.
- 7 <u>Sec. 2211.181. OMBUDSMAN PROGRAM. (a) The department</u>
- 8 shall establish an ombudsman program to provide information and
- 9 educational programs to assist persons insured under this chapter
- 10 with the claim processes under this subchapter.
- 11 (b) Not later than March 1 of each year, the department
- 12 shall prepare and submit to the commissioner a budget for the
- 13 ombudsman program, including approval of all expenditures incurred
- 14 in administering and operating the program. The commissioner shall
- 15 adopt or modify and adopt the budget not later than April 1 of the
- 16 year in which the budget is submitted.
- 17 (c) Not later than May 1 of each year, the association shall
- 18 transfer to the ombudsman program money in an amount equal to the
- 19 amount of the budget adopted under Subsection (b). The ombudsman
- 20 program, not later than April 30 of each year, shall return to the
- 21 association any unexpended funds that the program received from the
- 22 association in the previous year.
- 23 (d) The department shall, not later than the 60th day after
- 24 the date of a catastrophic event, as defined by the commissioner for
- 25 the purposes of this subsection, prepare and submit an amended
- 26 budget to the commissioner for approval and report to the
- 27 commissioner the approximate number of claimants eligible for

- 1 ombudsman services. The commissioner shall adopt rules as
- 2 necessary to implement an amended budget submitted under this
- 3 section, including rules regarding the transfer of additional money
- 4 from the association to the program.
- 5 (e) The ombudsman program may provide to persons insured
- 6 under this chapter information and educational programs through:
- 7 (1) informational materials;
- 8 (2) toll-free telephone numbers;
- 9 (3) public meetings;
- 10 <u>(4) outreach centers;</u>
- 11 (5) the Internet; and
- 12 (6) other reasonable means.
- 13 (f) The ombudsman program is administratively attached to
- 14 the department. The department shall provide the staff, services,
- 15 and facilities necessary for the ombudsman program to operate,
- 16 <u>including:</u>
- 17 (1) administrative assistance and service, including
- 18 budget planning and purchasing;
- 19 (2) personnel services;
- 20 (3) office space; and
- 21 (4) computer equipment and support.
- 22 (g) The ombudsman program shall prepare and make available
- 23 to each person insured under this chapter information describing
- 24 the functions of the ombudsman program.
- (h) The association, in the manner prescribed by the
- 26 commissioner by rule, shall notify each person insured under this
- 27 chapter concerning the operation of the ombudsman program.

1 (i) The commissioner may adopt rules as necessary to

## 2 implement this section.

- SECTION 5. (a) Except as otherwise specifically provided 3 by this section, this Act applies only to an insurance policy that 4 5 is delivered, issued for delivery, or renewed by the Fair Access to Insurance Requirements Plan Association on or after the 60th day 6 after the effective date of this Act. An insurance policy that is 7 8 delivered, issued for delivery, or renewed by the Fair Access to Insurance Requirements Plan Association before the 60th day after 9 the effective date of this Act is governed by the law as it existed 10 immediately before the effective date of this Act, and that law is 11 continued in effect for that purpose. 12
- (b) The deadline to file a claim under an insurance policy delivered, issued for delivery, or renewed before the 60th day after the effective date of this Act by the Fair Access to Insurance Requirements Plan Association is governed by the law as it existed immediately before the effective date of this Act, and that law is continued in effect for that purpose.
- 19 (c) If a person insured by the Fair Access to Insurance
  20 Requirements Plan Association disputes the amount the association
  21 will pay for a partially or fully accepted claim filed by the
  22 person, Section 2211.174, Insurance Code, as added by this Act,
  23 applies only if the insurance policy under which the claim is filed
  24 is delivered, issued for delivery, or renewed on or after the 60th
  25 day after the effective date of this Act.
- 26 (d) If a person insured by the Fair Access to Insurance 27 Requirements Plan Association disputes the amount the association

- 1 will pay for a partially or fully accepted claim filed by the person
- 2 and the insurance policy under which the claim is filed is
- 3 delivered, issued for delivery, or renewed before the 60th day
- 4 after the effective date of this Act:
- 5 (1) Section 2211.174, Insurance Code, as added by this
- 6 Act, does not apply to the resolution of the dispute; and
- 7 (2) notwithstanding any other provision of this Act,
- 8 the claimant must attempt to resolve the dispute through any
- 9 appraisal process contained in the association policy under which
- 10 the claim is filed before an action may be brought against the Fair
- 11 Access to Insurance Requirements Plan Association concerning the
- 12 claim.
- 13 (e) The person insured by the Fair Access to Insurance
- 14 Requirements Plan Association and the association may agree that an
- 15 appraisal conducted under Subsection (d)(2) of this section is
- 16 binding on the parties.
- 17 (f) An action brought against the association concerning a
- 18 claim described by Subsection (d) of this section shall be abated
- 19 until the appraisal process under Subsection (d)(2) of this section
- 20 is completed.
- 21 (g) Notwithstanding Sections 2211.175 and 2211.176,
- 22 Insurance Code, as added by this Act, Subsection (b) of this
- 23 section, or any other provision of this Act, Sections 2211.176(b),
- 24 (c), (d), and (e), Insurance Code, apply to any cause of action that
- 25 accrues against the Fair Access to Insurance Requirements Plan
- 26 Association on or after the effective date of this Act and the basis
- 27 of which is a claim filed under an insurance policy that is

- 1 delivered, issued for delivery, or renewed by the association,
- 2 regardless of the date on which the policy was delivered, issued for
- 3 delivery, or renewed.
- 4 SECTION 6. This Act takes effect immediately if it receives
- 5 a vote of two-thirds of all the members elected to each house, as
- 6 provided by Section 39, Article III, Texas Constitution. If this
- 7 Act does not receive the vote necessary for immediate effect, this
- 8 Act takes effect September 1, 2019.