

TO: George Bradner, Chair, NAIC Transparency and Readability Working Group

CC: Sara Robben, NAIC Staff Support

FROM: Brenda Cude, NAIC Consumer Representative

RE: Update of NAIC's Homeowners Shopping Tool

DATE: July 25, 2025

I am excited that the Transparency and Readability Working Group has taken on the challenge of updating NAIC's Homeowners Shopping Tool. I think the Tool can be a valuable resource for those working with consumers. Unbiased information for consumers is even more important in today's challenging homeowners insurance market than when this document was first developed.


I will make several observations that summarize my suggestions for approaching this task.

- I think the document can accomplish its goals with many fewer words. I've edited the introduction using Track Changes so you can see how I would provide the same information but with far less text. As you know from having worked with me in the past, I'm happy to provide my expertise in writing for consumers to make the final document more readable. My approach is generally to settle on content first and then tackle readability.
- I suggest deciding on the priority messages for this document so we are certain we emphasize those. For example, I've added a section on the first page ("First things first") emphasizing that flood and earthquake coverage are not a part of homeowners insurance. The words I wrote may not be the words we want to use, but consensus that this is a significant point to make in the document, along with other priorities, might be a starting place.
- Perhaps it would be worthwhile to have a conversation to clarify what we see as the distinction between information in the Consumer Guide and in the Shopping Tool.
- I suggest critically reviewing the major sections to determine if we want to keep them all in the updated tool and if any are missing.
- One approach might be to divide the sections among regulators and interested parties who could work together so that each section receives focused attention. Is the information in each section still relevant? What is missing?
- Finally, I've added two paragraphs that I'd like to see included as an introduction to the "Target Your Coverage" section with my rationale in a comment.


I downloaded the PDF of the Shopping Tool as a Word file so there are some formatting issues in the document that we should ignore for now. And my comments at this point are intended only to illustrate the ways I would approach work on the Shopping Tool.

I didn't prepare my thoughts in time to ask other NAIC consumer representatives to join me in this communication. However, I look forward to working with you on this project and hope several other NAIC consumer representatives will join us in this endeavor.

## I need homeowners' insurance. What do I need to do?

Whether you're shopping for homeowners insurance  for the first time or renewing a policy, you want the coverage you need at a price you can afford. But how do you know what you need? This guide will help you answer that question and others.

The guide explains the types of information you'll need to get a quote (an estimate of your premium). It's a good idea to get at least three quotes before you buy insurance. Try to collect as much of the information as you can but an insurance agent or company representative can help you with the rest.

One way to find an  or insurance company is an online search. You also can ask your family and friends for recommendations. Some insurers don't use agents and deal with customers directly online or via toll-free numbers. Some agents represent more than one insurance company.

Here's an outline of what's in this guide:

- The information an agent or insurance company will need from you.
- Coverage descriptions to help you choose the best coverage for you.
- Basic insurance terms.
- Questions to ask about coverage.
- Keys to understanding your declarations page and your coverage.
- Other consumer information and resources.

### First things first!

- Homeowners insurance policies do NOT cover damage from floods!
- Homeowners insurance policies do NOT cover damage from earthquakes!
- You can't expect a government agency to give you money to repair or replace your home if it's damaged by a flood or earthquake.
- You CAN shop for separate coverage to cover damage from floods and earthquakes.

**Commented [A1]:** Do phonebooks even exist anymore?

**Commented [A2R1]:** Investigate

## The Information an Insurer Will Need from You

You'll need a lot of information to get a premium quote. You may be asked for your date of birth, social security number, contact information, marital status, and information about your job. You also may be asked about others living with you and about your current insurance coverage and claims history.

You'll also be asked a number of questions about the home you want to insure. With the answers you provide, the agent or insurance company representative can give you an estimate of the cost to rebuild your home. If you get more than one quote, you'll also get more than one estimate of the cost to rebuild. Although not a guarantee, current estimates can help you avoid being underinsured.

You should choose a coverage limit that is based on the estimated cost to rebuild your home—not its purchase price or current market value. Your mortgage lender will want you to have at least enough insurance to pay off your loan.

Insuring your home for less than the cost to rebuild it means you may have to pay thousands of dollars out of pocket to rebuild your home if it's destroyed. That's why it's so important to be sure your insurance policy provides enough coverage.

Below are some questions you may be asked; use this worksheet to write your answers. Don't worry if you don't have all of the answers. Insurers also may use outside sources to get other information about you, such as a credit based insurance score or a CLUE (Comprehensive Loss Underwriting Exchange) report.

**Commented [A3]:** Should we describe this? Or refer to the Consumer Guide for an explanation?

### Information about You (the "Insured"):

How long have you lived in the home? \_\_\_\_\_ Will anyone live with you who isn't related? \_\_\_\_\_  
Does anyone in the home smoke? \_\_\_\_\_ How many dogs do you have  
and what breed(s)? \_\_\_\_\_ Do you run a business from your  
home? \_\_\_\_\_ Do you have any exotic pets  
or other animals? \_\_\_\_\_  
If so, what kind of business do you have? \_\_\_\_\_

### Insurance Information:

Do you have homeowners' or renters' insurance now? ☐ YES ☐ NO  
Have you had homeowners' or renters' insurance in the past? ☐ YES ☐ NO  
With which homeowners' insurance company (if applicable)? \_\_\_\_\_  
Policy Number (if applicable): \_\_\_\_\_  
Policy Expiration Date (if applicable): \_\_\_\_\_  
How many years have you been insured? \_\_\_\_\_

Do you have auto insurance? ☐ YES ☐ NO

### Information about the Home (the "Dwelling Structure") to Be Insured:

Year Home Was Built: \_\_\_\_\_ Year You Bought Your Home: \_\_\_\_\_

If there is a mortgage on the home, who is the lender?

Name: \_\_\_\_\_ Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

If there is a second mortgage or home equity loan, who is the lender?

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

#### TIP:

Your home appraisal or real estate listing may have some of this information.

**Information about the Home (the “Dwelling Structure”) to Be Insured (continued):**

Square feet of living area in the home: \_\_\_\_\_

The age of your home and when it was built: \_\_\_\_\_

Your home’s location: \_\_\_\_\_

Roof type: \_\_\_\_\_ Approximate age of roof: \_\_\_\_\_

Style of home (ranch, two story): \_\_\_\_\_

Number of bathrooms: \_\_\_\_\_

Bath finishes (marble, Jacuzzi tub, heated floors): \_\_\_\_\_

Flooring (hardwood, tile, carpet): \_\_\_\_\_

Exterior (brick, siding, stucco): \_\_\_\_\_

Kitchen finishes (custom cabinets, granite counters): \_\_\_\_\_

Information on changes, upgrades, or remodeling done to the home:  
\_\_\_\_\_

Are there swimming pools, trampolines, or playscapes on the property?

☐ YES ☐ NO

Home Systems: \_\_\_\_\_ Approximate age of system: \_\_\_\_\_

Plumbing	_____
Electrical	_____
Heating	_____
Air conditioning	_____
Septic system	_____
Well	_____
Sump pump	_____

Supplemental Heating Sources:	Number	Fuel Source
Fireplaces	_____	_____
Heating stoves	_____	_____
Other	_____	_____

Distance to the fire department: \_\_\_\_\_ Distance to fire hydrant or other water source: \_\_\_\_\_

Protective Devices	Age or Service Provider
Smoke detector	_____
Carbon monoxide detector	_____
Deadbolt locks	_____
Alarm	_____
Security system	_____
<u>Water sensors</u>	_____
<u>Other smart home technology:</u>	_____

**Information about Your Personal Property (the “Contents”):**

Valuable collectibles and personal property appraisal? \_\_\_\_\_ Approximate Value \_\_\_\_\_

Jewelry	_____
Guns/Firearms	_____
Furs	_____
Antiques	_____

Do you have an

☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO

**Commented [A4]:** Type roof, Fortified roof, etc. Also trees around the house or over hanging roof

**TIP:**

A way to estimate the cost to rebuild your home is to call a local builder or real estate agent and ask for the average new construction cost per square foot in your community for a similar home.

**Commented [A5]:** Circuit breakers or fuse box

**TIP:**

To help you keep track of your personal property and valuables, check out the NAIC’s Home Inventory Smart Phone App:  
[http://www.insureonline.org/home\\_inventory\\_page.htm](http://www.insureonline.org/home_inventory_page.htm)

Artwork \_\_\_\_\_  
 Music instruments \_\_\_\_\_  
 Photography equipment \_\_\_\_\_  
 Computer equipment \_\_\_\_\_  
 Yard/Garden equipment \_\_\_\_\_  
 Sports/Leisure equipment \_\_\_\_\_  
 Other valuable collectibles \_\_\_\_\_


☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO  
☐ YES ☐ NO

## Target Your Coverage!

The insurance industry identifies the eight different types of homeowners insurance policies using “HO” (for homeowners) and a number – HO-1 through HO-8. HO-4 policies actually cover renters. The other policies cover homeowners. HO-6, HO-7, and HO-8 are policies for condo and co-op owners, those who live in manufactured homes, and owners of historic homes. Among the other homeowners policies, the higher the number, the broader the coverage. For example, an HO-5 policies provides more coverage than an HO-3 policy.

You may or may not see an “HO” number in homeowners insurance marketing or your policy. If not, you can ask your insurer what type of policy it is.

Use this worksheet to compare offers from insurance companies

<i>(See the Basic Insurance Terms section for definitions)</i>	Fill in company name (above) and amounts (below) to compare policies		
<b>Dwelling Limits</b>			
Actual Cash Value (ACV) or Replacement Cost Value (RCV) Coverage?	<input type="checkbox"/> ACV <input type="checkbox"/> RCV	<input type="checkbox"/> ACV <input type="checkbox"/> RCV	<input type="checkbox"/> ACV <input type="checkbox"/> RCV
<b>Personal Property Limits</b>			
Actual Cash Value (ACV) or Replacement Cost Value (RCV) or Limited Coverage?	<input type="checkbox"/> ACV <input type="checkbox"/> RCV	<input type="checkbox"/> ACV <input type="checkbox"/> RCV	<input type="checkbox"/> ACV <input type="checkbox"/> RCV
<b>Personal Liability Protection</b>			
<b>Medical Payments</b>			
<b>Ordinance or Law Coverage</b>			
<b>Additional Living (Loss of Use) Expenses</b>			
<b>Deductible(s):</b>			
Flat dollar deductible?			
Percentage deductible?			
Hurricane, Wind/Hail deductible?			
Separate deductible for roof?			
Compare the coverages - check <input checked="" type="checkbox"/> what each company offers (below) <i>(These are the most common policies. Ask your agent about other options)</i>			
Basic Form Homeowners Policy (HO-1)			
Broad Form Homeowners Policy (HO-2)			
Special Form Homeowners Policy (HO-3)			
Comprehensive Policy (HO-5)			
Modified Coverage Form (HO-8) (for older homes)			
Other Policy Form _____			
Optional and Increased Limits of Coverage (ask for a quote)			
Sewer, drain, sump pump backup			
Jewelry and firearms			
Art, collectibles and antiques			
Ordinance or law coverage			
Equipment breakdown			
Other coverage _____			
Other coverage _____			
<b>Annual Premium – by Company</b>			
 Premium			
Separate policies for what's <u>not</u> covered (ask for a quote)			

**Commented [A6]:** Add a section that includes a section for roofs? Cosmetic damage?

Flood Insurance			
Earthquake Insurance			
Umbrella Liability Insurance			

**Commented [A9]:** Do we want to expand on the importance of flood insurance? Also NAIC Building out a new flood page should we link to it?

# Basic Insurance Terms

*Below are common insurance terms with basic explanations of what each term means. Remember, each insurance company may define these terms differently in an insurance policy. Ask your insurer about differences in definitions.*

## Types of Homeowners’ Insurance Policies

**Basic Policy Form** – Covers your home and personal property, but only if damage or loss is caused by fire, smoke, wind, hail, lightning, explosion, vehicles, civil unrest, theft or vandalism. This policy is sometimes called the **HO-1 policy form**. It’s the most basic homeowners’ insurance coverage and costs less than coverage under other policy forms. This policy covers your home and personal property for their **Actual Cash Value**.

**Broad Form Policy** – Covers your home and property, but **only** if damage or loss is due to **perils** specifically listed in the policy. This policy is sometimes called the **HO-2 policy form** or named **peril** policy form. It covers slightly more than the **Basic Policy Form**. This policy covers your home for its **Replacement Cost Value** and your personal property for its **Actual Cash Value**.

**Special Form Policy** – Covers your home against all **perils** except those specifically listed as exclusions in the policy. It also covers your personal property but only if damage or loss is due to **perils** specifically listed in the policy. This policy is sometimes called the **HO-3 policy form** or special cause of loss form. It’s the most common type of homeowners’ insurance coverage and covers more than the **Basic Policy Form** but less than the **Comprehensive Policy**. This policy covers your home for its **Replacement Cost Value** and your personal property for its **Actual Cash Value**.

**Comprehensive Policy** – Covers your home and personal property against all **perils** except those specifically listed as exclusions in the policy. This policy is sometimes called the **HO-5**, Premier or open **peril** policy form. It provides the most coverage of any of the policy forms but may cost more. This policy covers your home and personal property for their **Replacement Cost Value**.

**Modified Coverage Form Policy** – Covers your home and personal property but only if damage or loss is due to **perils** specifically listed in the policy. This policy is sometimes called the **HO-8 policy form**. It’s for older homes, where the cost to rebuild is greater than the market value. It’s similar to the **Basic Policy Form** but covers less than the **Broad Form Policy** and **Comprehensive Policy**. This policy covers your home and personal property for their **Actual Cash Value**.

## Other Insurance Terms

**Actual Cash Value (ACV)** – The value of your home or personal property considering its age and wear and tear (**depreciation**). Actual Cash Value coverage pays you for your loss, but often doesn’t pay enough to fully replace or repair the damage.

**Deductible** - The money you have to pay out-of-pocket on a claim before the policy pays the loss. Deductibles can be a dollar amount or a percentage; the declarations page may identify the deductibles on your policy. Your policy will explain how the deductibles work.

**Depreciation** – The decrease in home or property value due to age and wear and tear.

**Equipment Breakdown Coverage** – Coverage that pays to repair or replace a home system that breaks down such as a water well pump, hot water heater, and central air or heating systems.

**Exclusion** - A part of an insurance policy that takes away coverage for certain losses or personal property. For example, damage from floods, earthquakes and mold are common exclusions in homeowners’ insurance policies.

**Limits** – The maximum amount an insurance company will pay if or when an insured event occurs.

**Ordinance or Law Coverage** – A type of coverage that pays the extra cost to rebuild your home to meet new or updated building codes or ordinances that didn’t exist when your home was first built. It’s also called Building Code Upgrade Coverage.

**Peril** - The cause of a loss. A few examples are wind, fire and theft.

**Personal Liability Protection** – A part of an insurance policy or a separate policy that covers your financial loss (including your legal costs if you’re sued) if someone makes a claim against you and you’re legally responsible for bodily injuries or damages to someone else’s property.

**Replacement Cost Value (RCV)** – The cost to rebuild your home or repair damages using materials of a like kind and quality. This is different from your home’s market value, which includes the price of land and depends on the real estate market.

**Umbrella Liability Insurance** – A separate insurance policy that increases your liability coverage above the levels in your homeowners’, automobile or other liability insurance coverage. This type of insurance coverage is usually sold with policy limits of \$1 million or more.

**Commented [A10]:** Policy Genius says HO-1 is generally not sold by insurers anymore - is this true?

**Commented [A11R10]:** I believe this is correct in many states.

## The Difference between Replacement Cost and Actual Cash Value

Commented [A12]: Add limited replacement cost?

Knowing what a policy covers, or doesn't cover, is an important part of shopping for homeowners' insurance. It's also important to understand how a claim will be paid if you have a loss.

There's a big difference in how a claim will be paid if the policy covers your home or personal property for its Actual Cash Value or its Replacement Cost Value. Policies that pay claims based on Replacement Cost Value give you more protection than policies that pay based on Actual Cash Value, but the premiums will also likely be more. Below is information to help you understand the differences so you can buy the coverage you want.

### Your Home (also called "Dwelling Structure")

*(These levels of coverage are listed in order of the least to the most coverage.)*

**ACTUAL CASH VALUE COVERAGE** pays the costs to repair or replace the damaged or destroyed home, minus a deduction reflecting the home's age and wear and tear (depreciation). If your home is completely destroyed, this coverage pays the fair market value of the home at the time of loss. In either case, this coverage only pays for costs up to the limits set in your policy. Actual Cash Value coverage pays you for your loss, but often doesn't pay enough to fully replace or repair the damage to your home.

*There are different types of replacement cost coverage. Many policies cap the amount of the coverage. Many policies pay only the home's Actual Cash Value until you begin or complete repairs or reconstruction.*

**FUNCTIONAL REPLACEMENT COST COVERAGE** pays the cost to repair or replace the damaged or destroyed home with similar kind and quality materials. An example of "similar kind and quality" would be replacing damaged plaster walls with (less expensive) drywall. Functional replacement cost provides less coverage than replacement cost, but the premiums are lower than other types of replacement cost coverage.

**REPLACEMENT COST COVERAGE** pays the cost to repair or replace the damaged or destroyed home, with materials of like kind and quality. An example of "like kind and quality" would be damaged plaster walls repaired or replaced with plaster. Many policies pay only the home's Actual Cash Value until you begin or complete repairs or reconstruction. Replacement Cost coverage only pays replacement costs up to the limits set in your policy.

**EXTENDED REPLACEMENT COST COVERAGE** pays the cost to repair or replace the damaged or destroyed home, without a deduction for depreciation. Extended Replacement Cost Coverage provides coverage above the dwelling limits in your policy, for the damage caused to your home, up to a set percentage or dollar amount.

**GUARANTEED REPLACEMENT COST COVERAGE** pays the full cost to repair or replace the damaged or destroyed home for a covered peril – even if it costs more than the limits shown on the policy declarations page. Ask if there's a cap on the coverage. Very few insurers offer this coverage.

### Your Personal Property (also called "Contents")

*Almost all policies include specific dollar limits on certain personal property that is particularly valuable such as jewelry, art, silverware, antiques, computers or firearms. Often, you can buy more coverage for these types of property, but you may need to itemize or list out the property for the insurance company. Ask your agent or insurer if you have questions about covering any valuable property you have.*

**ACTUAL CASH VALUE COVERAGE** pays the fair market value of the item at the time of loss. This value will usually be the cost to repair or replace the personal property, less depreciation. As with your home, Actual Cash Value coverage pays you for your loss, but often doesn't pay enough to fully replace or repair the damage to your property.

**REPLACEMENT COST COVERAGE** pays the cost to repair or replace damaged or destroyed personal property with that is like kind and quality, without a deduction for depreciation. Many policies only pay the Actual Cash Value of the personal property until you actually repair or replace the personal property. If you don't repair or replace the personal property, the insurance company may only pay you its Actual Cash Value.



# Ask Your Agent about Insurance Options

## Questions about Coverage

- Can you help me estimate what it would cost to repair or rebuild my home if it were damaged or destroyed?
- Will the coverage limits for my home or personal property automatically increase over time with inflation? If not, what do I need to do to make sure my home is insured for the right amount?
- What doesn't this policy cover?
- Does this policy cover:

- ☐ Water damage from my sewer, drains or sump pump backup?
- ☐ Damage from mold, wind, flood, sinkholes, mine subsidence or earthquakes?
- ☐ Food spoilage and other damages from a power outage?
- ☐ Equipment breakdown?
- ☐ Damage from deterioration – foundation settling, wear and tear?

If not, can I buy this coverage?

**Commented [A13]:** Should we add lead paint?

## Questions about How Claims Are Paid

- If my home is damaged, will this policy pay to rebuild my home the way it was before the damage?
- Is there just one deductible in this policy or is there more than one deductible? Is the deductible a flat dollar amount, a percent of coverage or damage or a combination of both types?
- I have an older home and repair would require using obsolete or vintage materials. How will this policy pay to repair or replace my home?
- When I have a claim, how will my claim be settled – will I receive the full replacement cost upfront or only after I begin or complete repairs or replacement?
- If I will receive the Actual Cash Value of my damaged property, how is that value decided?
- How does this policy cover my roof – are there any limits of coverage for my roof?
- Will my home be covered if I rent it to someone else?
- If I'm away from my home for a long period of time, how does that impact my insurance coverage?

**Commented [A14]:** How is the deductible applied?

## Questions about How My Personal Property is Covered

- Can I buy more coverage (increase the policy limits) for my personal property? Does this policy cover my personal property which is stored away from my home?
- My child is away at college. Will this policy cover their personal property while they're at school?
- Are there any sublimits on some kinds of personal property such as jewelry, antiques or guns?
  - Can I buy extra coverage or increase my limits?
- Do I need to have an appraisal for any of my personal property?
- Should I have an inventory list of my personal property?

## Questions About Other Coverages

- What does my liability coverage protect me against?
- Does my liability coverage also cover my college students while they're at school?
- Does this policy cover damage to my trees?
- Does this policy cover me if I run a business from my home, such as a daycare? Do I need additional liability coverage?
- Does this policy pay for any additional living expenses I may have if I can't live in my home after it has been damaged or destroyed?
- How does the policy cover increased costs to rebuild my home, such as to meet new building codes?

**Commented [A15]:** Do we want to discuss the importance of this coverage especially after a disaster? Company's are now starting to let people customize their coverage choices A, B, C and D

Questions About Discounts, Rating and Service

- What discounts are available through the insurance company?
- Am I eligible for coverage with the insurance company if:
  - I had a prior homeowners claim with another insurance company;
  - The home I’m buying had damage and a claim filed by a previous owner;
  - I’ve had any auto claims;
  - I have a dog;
  - I have a swimming pool, trampoline or solar panels;
  - I have a wood burning stove or heating oil tank?
- Will you or the insurer visit my home and inspect or photograph it before or after insuring it?
- Does the company look at my occupation, education or credit scores to determine my premium?
- How much can I save by increasing my deductible?
- Is there anything I can repair or improve in my home to lower my premiums?
- Does the company require me to use preferred contractors for repairs?

**Commented [A16]:** We may want to start adding information on IBHS Fortified

**Commented [A17]:** Add a question about aerial photography, and self-inspections

**Commented [A18R17]:** yes

You've reviewed your options. You've chosen an agent and an insurance company and bought an insurance policy. Once you buy insurance, you'll receive a policy. Read the policy and ask your agent about anything you don't understand. Keep your policy in a safe place and know the name of your insurance company. Here's a quick tip on how to read your insurance declarations page to check that you've received the coverage you wanted.

# Understanding your declarations page

A declarations page provides specific policy details. Know how to read this page to better understand your coverage.

1

**Policy limits:**  
The most you will be paid for claim

2

**Policy period:**  
When coverage begins & ends

3

**Deductible:** The part of the insurance claim you are responsible for.

**Your Insurance Company**  
3535 Second St.  
Company Town, USA 54321

**Policy number**  
XX-XXXXXX-XX

**Policy period:**  
12 months

**Effective date:**  
May 1, 2012

**Expiration date:**  
May 1, 2013

**Homeowners Policy <SAMPLE>**

**Automatic renewal:** If policy period is shown as 12 months, this policy will be renewed automatically subject to premiums, rules and forms in effect for each succeeding policy period. If policy is terminated, we will give you and Mortgagee/Lienholder written notice in compliance with policy provisions or as required by law.

1

**Coverages & property**

SECTION I

A Dwelling \$250,000

B Other structures (detached garage) \$30,000

C Personal property \$150,000

D Loss of use Actual loss sustained

SECTION II

E Personal liability (each occurrence) \$300,000

Damage to property of others \$1,000

F Medical payments to others (each person) \$2,000

6

**Forms, options and endorsements**

Replacement cost coverage XX-XXXX

Mold, fungus, wet rot, dry rot or bacteria XX-XXXX

Ordinance or law coverage: 10% of Coverage A XX-XXXX

Earthquake excl. masonry veneer XX-XXXX

Sewer, water backup coverage: \$10,000/ \$500 deductible XX-XXXX

Increase dwelling up to \$50,000 Option XX

Jewelry and furs \$5,000 each Option YY

3

**Deductibles – Section I**

Earthquake 10%

Hurricane/wind 10%

Other losses \$500

Other deductibles that apply to your policy will be listed here.

4

**Policy premium** \$1,000

Earthquake premium (included)

Discounts applied

Home/Auto

Home protection (burglar and fire alarms, smoke detectors)

Claim record/Customer longevity

Age of customer

5

**Total premium:** Your cost for policy period

Discounts:

Number of discounts applied to policy

6

**Extra coverage:** Not every policy includes these coverages. They can be added to give you more protection, sometimes at a higher cost. Ask your agent about these coverages.

Your policy consists of this page, any endorsements and the policy form. Keep together.

## Other Consumer Information and Resources:

There is much more information available about homeowners' insurance. If you still have questions or want more information about homeowners' or other types of insurance, you can:

- Talk with your insurance agent or insurer representative. They will help you navigate the insurance shopping process and the insurer's process to make a claim. If you have questions or problems with your insurance coverage, call your agent or insurance company.
- Visit insurance companies' websites. Many companies' websites have information about homeowners' insurance coverage.
- Contact your state department of insurance. Most departments have toll-free numbers you can call and talk with insurance department staff who can answer general questions and give you more information. Look in your local phone book for the department of insurance.
- Visit your state department of insurance website. Most state insurance department websites have consumer information. Some state insurance departments post information on consumer complaints filed against insurance companies and agents. To find the website of your state department, visit the National Association of Insurance Commissioners (NAIC) website at [www.naic.org/state\\_web\\_map.htm](http://www.naic.org/state_web_map.htm) and select your state on the map.

The National Association of Insurance Commissioners (NAIC) also has a number of online resources available for consumers on homeowners' insurance as well as other types of insurance. You can find the NAIC's Consumer Resources webpage at: [www.naic.org/consumer\\_home.htm](http://www.naic.org/consumer_home.htm)

In addition to consumer news and alerts about insurance, the NAIC's Consumer Resources include:

- **A Consumer's Guide to Home Insurance.** A comprehensive consumer guide on homeowners' insurance, which provides a more detailed review of homeowners' insurance coverage, why you need it, how it works, how your premiums are determined and your responsibilities as a policyholder: [http://www.naic.org/documents/consumer\\_guide\\_home.pdf](http://www.naic.org/documents/consumer_guide_home.pdf)
- **A Consumer's Guide to Earthquake Insurance.** This is a detailed consumer guide on earthquake insurance, which explains what earthquake insurance is, what areas of the country can be affected by earthquakes, how claims are paid and disaster mitigation tips: [http://www.naic.org/documents/consumer\\_guide\\_earthquake.pdf](http://www.naic.org/documents/consumer_guide_earthquake.pdf)
- **NAIC Insure U Website – Creating a Home Inventory.** A home inventory can be invaluable when you decide how much insurance coverage you need to help you be sure you have enough protection if you need to file a claim. Visit this webpage to download a smart phone app so you can easily put together a home inventory: [http://www.insureuonline.org/home\\_inventory\\_page.htm](http://www.insureuonline.org/home_inventory_page.htm)
- **The Consumer Information Source.** Do you want know more about the insurance companies you're comparing? This website gives you access to information about insurance companies including information on consumer complaints against insurance companies. <https://eapps.naic.org/cis/>

**Commented [A19]:** These links are all broken - will want to fix these links.

## Other Resources:

Most homeowners' insurance policies do NOT cover damage from floods. To cover your home and personal property for damage caused by flooding, you need to buy a flood insurance policy. Ask your agent about flood insurance coverage. You also can review information at the National Flood Insurance Program website [www.floodsmart.gov](http://www.floodsmart.gov)