

Group Chat Comments

Pet Insurance SME Group

January 24th, 2023

from Phi Grevin to everyone: 2:02 PM

Good afternoon Matt.

from Brett Bache to everyone: 2:08 PM

Complaints Received Directly from any Person or Entity Other than the Department of Insurance – any written communication that expresses dissatisfaction with a specific person or entity subject to regulation under the jurisdiction's insurance laws. An oral communication, which is subsequently converted to a written form in order to be analyzed and acted upon, will meet the definition of a complaint for this purpose.

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Travel Insurance Data Call & Definitions
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Version 2022.0.1 Updated 9/29/2022

Include:

- Any complaint regardless of the subject of the complaint (claims, underwriting, marketing, etc.)
- Complaints received from third parties

Complaints Received Directly from the Department of Insurance – All complaints:

- As identified by the DOI as a complaint.
- Sent or otherwise forwarded by the DOI to the reporting company.

from Ryan Canter to everyone: 2:29 PM

I thought we talked about "claim" in general because of and invoice / itemized line items

from Marsh, Hal to everyone: 2:32 PM

hmarsh@naic.org