

## 2010 TOP 50 FL HOMEOWNER INSURER'S CONSUMER COMPLAINT STATS CALENDAR YEAR 2010

“**Complaint**” is defined by the OIR as any written communication by an insured or named beneficiary expressing dissatisfaction with an insurance entity over which the Office has regulatory authority. This does not include complaints against an incorrect entity, complaints for properly filed or approved rates, suspected fraudulent claim complaints or complaints that are duplicative or frivolous. OIR extracts these numbers from the NAIC database. NAIC receives the data from the DFS and standardizes the definition of complaints across 50 states.

1. In 2010, PTIC responded to 86 consumer complaints filed with DFS’ service request website. PTIC has no way of telling which consumer complaints were actually counted by the NAIC and why.
2. We identified 7 consumer complaints where PTIC made an error , Each was corrected upon receipt of the consumer complaint; 2 refund errors, 3 incorrect premium invoices, 1 incorrect quote and 1 incorrect cancellation.
3. We identified 49 consumer complaints that we believe do not meet the OIR definition above.
4. We identified 30 consumer complaints that may or may not meet the OIR definition above: 20 for claims handling issues, the majority of which were filed by the insured’s representative (PA, attorney or third party assignee of benefits, etc.); 3 for inspection issues; 3 for processing wind mitigation credits; and 6 for refunds.

### Scott Johnson’s specific written questions to PTIC:

1. *Have you categorized these complaints so that you know what caused them?*
2. *What are they related to; i.e., claims, quoting, advertising, your RRT approach, etc?*

Yes to both of these questions; see chart below.

<b>Complaints Responded</b>		Claim Handling	Cancel/ Non-Renew	Premium/ Rate Increase	Inspection Issues	Credits	Refund	Other
No PTIC Error	49	2	15	16	0	6	5	5
Questionable PTIC Error	30	20	0	0	3	1	6	0
Definite PTIC Error	7	0	0	0	0	0	2	5
<b>TOTALS</b>	<b>86</b>	22	15	16	3	7	13	10
		26%	17%	19%	3%	8%	15%	12%

3. *Any mitigating circumstances that would cause the ratio to be higher than "any" other carrier?*

PTIC generally and specifically denied any wrongdoing in Service Requests as, in over 90% of the 86 consumer complaints received, it did not violate Florida law. Further, PTIC never received any communication from the DFS that would help us determine or categorize why or how 23 consumer complaints had been assessed to PTIC.

PTIC may be penalized more for being a direct writer in 2010 and not using agents. For example, People's Trust MGA, LLC did not receive any complaints and some should have been proportioned to the MGA.

In June 2010, PTIC began invoking the option to repair on all covered dwelling claims and received associated complaints by the insured who want a claim payment in lieu of making repairs.

**4. *What steps is PT taking, if any, to address this issue?***

PTIC continuously reviews its business model and approach to become a more consumer friendly company.

We review each claim and perform market research on customer satisfaction. These surveys are reviewed by senior management on an ongoing basis. We distinguish between RRT feedback and claims handling feedback. We take the issue quite seriously and learn from it. Much of what we learn is put into practice. These surveys are not done on an event basis. But, rather built into the core of our business model.

**PTIC COMPLAINT HANDLING PROCEDURES**

- Upon receiving an official complaint, PTIC logs it into an Excel Register and investigates the merits of the complaint prior to a response. Once an appropriate response is developed, it is submitted to the DFS, and uploaded to the applicable policy and/or claim file on PTS.
- PTIC makes every effort to handle claims expeditiously, advising policyholders of what is going on with the claim. In the very few instances where PTIC does not agree with the insured as to the value and/or scope of the damage/loss, outside opinions are sought prior to making a final determination.
- PTIC keeps copies of responses and works towards a speedy resolution.
- Unofficial complaints may come from phone calls or written letters.
- Compliance / Complaints are administered by Brett Frankel, Esq., PTIC Corporate Counsel (561-417-1198).