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Dave Jones, *Insurance Commissioner*

NOTICE

TO: All Property/Casualty Insurance Companies and Other Interested Parties

SUBJECT: Residential Personal Property Coverage for Wildfire Insurance Claims

DATE: December 3, 2018

In an effort to assist survivors of the 2018 wildfires, including the November Camp Fire in Butte County and the Woolsey Fire in Los Angeles And Ventura Counties, Insurance Commissioner Dave Jones is calling on all residential property insurance companies to follow the lead of certain insurers that are voluntarily providing at least 75%, and up to 100%, of Personal Property (Contents) coverage limits without requiring the insured to undertake the onerous task of completing a detailed personal property inventory.

The Insurance Commissioner recognizes and appreciates that many residential property insurers have already agreed to the Voluntary Expedited Claims Handling Procedures requested on November 15, 2018. These included an initial advance payment for personal property of at least 25% of policy limits when there is a total loss of the primary residence in a wildfire disaster as well as reduced itemization of contents.

Due to the large scale of these wildfires, many insureds are overwhelmed with the tasks of dealing with housing issues, family issues, construction issues, and other major adverse changes in their daily lives. The fires caused significant loss of life, destroyed entire neighborhoods, and devastated communities. The Department has received complaints from insureds about the monumental task of attempting to identify every item of personal property they may have amassed over years to collect the replacement cost for their lost personal property.

The Department is aware that certain insurers are going above and beyond the Voluntary Expedited Claims Handling Procedures and have made significant efforts to accommodate their insureds by offering 75%, 80% or in some cases 100% of Personal Property (Contents) limits without an inventory, with the ability to recover additional benefits if the insured subsequently completes a full inventory.

Insurance Commissioner Jones applauds these insurance companies for putting their customers first and requests that all other insurers follow suit by voluntarily providing

a similar accommodation, of at least 75%, and up to 100%, of their insureds' Personal Property (Contents) limits without an inventory. This request applies to all insured homes that suffered a total loss, unless the insurer has reason to believe the home was not furnished.

The Commissioner requests that all residential property insurers advise the Department by December 28, 2018 as to whether or not they will comply with this request and what percentage they will provide.

Insurers should send their responses to the attention of Nina Garza via email to:

Nina.Garza@insurance.ca.gov