Review Requirements Checklist

Other Liability Product Liability

Contact Person: Eli Grigsby (217) 782-0388

Line(s) of Insurance/Business:

- Other Liability; filing code(s) 17.0000
- Claims Made; filing code 17.1000
- Occurrence; filing code 17.2000
- Commercial General Liability; filing code 17.0001
- Completed Operations; filing code 17.0002
- Contractual Liability; filing code 17.0004
- Day Care Centers; filing code 17.0005
- Elevators & Escalators; filing code 17.0007
- Employee Benefits; filing code 17.0008
- Employers Liability; filing code 17.0009
- Environmental Pollution; filing code 17.0011
- Fire Legal Liability; filing code 17.0012
- Kidnap & Ransom; filing code 17.0013
- Liquor Liability; filing code 17.0014
- Municipal Liability; filing code 17.0015
- Nuclear Energy Liability; filing code 17.0016
- Personal Injury Liability; filing code 17.0017
- Premises & Operations; filing code 17.0018
- Other; filing code 17.0022
- Product Liability; filing code(s) 18.0000
- Claims Made; filing code 18.1000
- Occurrence; filing code 18.2000

Links:

- Illinois Compiled Statutes Online
- Administrative Regulations Online
- Product Coding Matrix

All filings are public record in accordance with 215 ILCS 5/404 except where another provision of the Insurance Code says otherwise. The only code section that allows for a filing to be a trade secret or confidential is 215 ILCS 157/40 Use of Credit Information in Personal Insurance Act.

The Department's checklists include summaries that do not provide detailed information about all laws, regulations and bulletins. Therefore, the insurers should review the actual laws, regulations and bulletins to ensure forms are fully compliant before filing with the Department.

A form filing fee is required pursuant to 215 ILCS 5/408 (1)(jj).

LINE OF AUTHORITY	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Must have proper Class and Clause authority to conduct this line of business in Illinois.	215 ILCS 5/4 List of Classes/Clauses	To write Other Liability insurance in Illinois, companies must be licensed to write: 1. Class 2, Clause (c)
ACCEPTABLE FILING METHOD	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Effective January 1, 2012, all property and casualty form and rate/rule filings shall be submitted to the Department electronically using SERFF.	<u>Company</u> <u>Bulletin 2011-14</u>	Effective January 1, 2012, all property and casualty form and rate/rule filings shall be submitted to the Department electronically using SERFF.
SERFF FILING	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
The SERFF filing must contain specified information	50 IL Adm. Code 753	All companies must file, using the System for Electronic Rate and Form Filing (SERFF):
		 Copies of all policy forms on these kinds of business and, for mutual companies, a separate proxy signature line for the insured to sign, if applicable; Copies of generally used endorsement forms on these kinds of business; Copies of all application forms used on these kinds of business, including a separate proxy signature line for the insured to sign if applicable;

		 4. A copy of the declaration page, in non-individualized, template form, absent personal policyholder information; and 5. A copy of the policy jacket, if used by the company. All filings must be accompanied by a forms
		submission letter that includes:
		The name of the advisory organization or company making the filing:
		2. Title, form number, and edition identification for the forms;
		3. Information as to what Class and Clause coverage is written under:
		 Identification of all applicable endorsements and applications as to the policy forms for which the endorsements and applications are used;
		5. Notification as to whether the filing is new or supersedes a present filing. Identification of all changes in all superseding filings, as well as identification of all superseded forms, is required; and 6. Effective date of use.
		Companies under the same ownership or general management are required to make separate individual company filings.
		Company Group ("Me too") filings are unacceptable.
FILING SUBMISSION	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
When forms must be filed.	50 IL Adm. Code 753	Forms must be received by the Department no later than their effective date of use.

Final printed forms must be	50 IL Adm.	Typed or printer's proof copies may be
filed.	Code 753	submitted for review, but must be re-filed in
		printed form. Statements, provisions, or
		endorsements may not be typed or
		superimposed on a policy or endorsement.
		superimposed on a poncy of endorsement.
Requirements for company		Company must include all Federal Employer
FEIN numbers.		Identification Numbers (FEINs) for companies
		making the filing.
All forms submitted under the		All forms under an assigned SERFF tracking
same SERFF tracking number		number must have a common coverage
must have common coverage		relationship. (e.g., all forms in an auto filing
relationship.		must pertain only to auto, etc.)
NO FILE OR FILING	REFERENCE	DESCRIPTION OF REVIEW
EXEMPTIONS		STANDARDS REQUIREMENTS
"Other liability" forms, listed	215 ILCS	Insurance policies issued to those qualifying as
on page 1 of this checklist, and		industrial insureds are not subject to the policy
Products Liability forms,		form filing requirements of 215 ILCS 5/143(3).
issued to "industrial insureds"	215 ILCS 5/121-	form ming requirements of 213 IEes 3/143(3).
		215 H CS 5/121 2 08 applies to all systemized
are not required to be filed in	<u>2.08</u>	215 ILCS 5/121-2.08 applies to all authorized
Illinois.		companies. Definitions within 5/445 are relied
Harris and forms		upon to avoid duplication of those definitions.
However, such forms must		This reliance is not intended to limit
comply with all laws,		exemptions to surplus lines carriers.
regulations, bulletins, etc.		
unless specifically exempted		
by the law, regulation, bulletin,		
etc.		
Manuscript endorsements are	215 ILCS	Insurers are not required to file riders or
not required to be filed.	5/143(3)	endorsements prepared to meet special,
1		unusual, peculiar, or extraordinary conditions
		applying to an individual risk.
		apprying to an individual risk.
		Because Section 143(3) exempts only riders or
		endorsements, policy forms applying to an
		individual risk must still be filed. In addition,
		because Section 143(3) exempts only
		endorsements applying to an individual risk, if
		a company uses the same endorsement on more
		a company uses the same endorsement on more

		than one risk, such form no longer qualifies for the filing exemption and must be filed.
SIDE BY SIDE COMPARISON	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Form changes must be highlighted.	50 IL Adm. Code 753	Changes from currently filed forms must be highlighted.
THIRD PARTY FILERS AUTHORITY	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Insurer may authorize an advisory organization to make a form filing on its behalf. Insurer may change or delay	50 IL Adm. Code 753	Insurer may authorize an advisory organization, of which it is a member or subscriber, to file forms on its behalf, as long as the insurer has on file with the Department a forms authorization letter, which includes:
the effective date of an advisory organization form filing by properly notifying the Department.		1) the name of the authorized advisory organization. 2) the kinds of business for which filings will be made.
Insurer may authorize attorneys, consulting firms, etc. to submit form filings to the Department, as long as the filing includes proper authorization.		3) authorization clause or language. 4) effective date of authorization. Insurer may change or delay the effective date of an advisory organization form filing by notifying the Department. The notice shall include the insurer name, FEIN number, line of insurance, advisory organization name and filing number, and effective date desired.
		Insurer may authorize attorneys, consulting firms, etc. to submit form filings to the Department as long as the filing includes a notice, signed by an authorized company officer, giving authority for the entity to act on the insurer's behalf on any issues related to the filing.
AMBIGUOUS & MISLEADING	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS

The Director may disapprove a form filing if it contains inconsistent, ambiguous, or misleading clauses.	215 ILCS 5/143(2)	Director may disapprove any form that contains inconsistent, ambiguous, or misleading clauses.
APPLICATIONS	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Applications must be filed.	50 IL Adm. Code 753	Applications must be filed, including online/electronic applications.
ARBITRATION	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Requirements for arbitration provisions.	710 ILCS 5/1 215 ILCS 5/143(2)	Any controversy or claim arising out of or relating to the contract, or the breach thereof, may be settled within a reasonable time limit by arbitration administered by the American Arbitration Association in accordance with the Uniform Arbitration Act 710 ILCS 5/1. The arbitration may be binding on both parties, or non-binding upon the insured, but in all instances must be entered into on a voluntary basis, as the insured must have the option of filing a lawsuit. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
BANKRUPTCY PROVISIONS	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Policies that contain liability	215 ILCS 5/388	All policies containing liability coverage must
coverage must include a bankruptcy provision.		include a provision stating that insolvency or bankruptcy of the insured shall not release the company from its duties to pay under the policy.

CANCELLATION & NON- RENEWAL	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
May not refuse to issue a policy on sole basis of previous refusal, cancellation or nonrenewal by any insurer.	215 ILCS 5/143.10	No company shall refuse to issue a policy on the sole basis that the insured or applicant for such policy was previously refused issuance or renewal of a policy by an insurer, or such insured's policy was cancelled on a prior date by any insurer.
Loss information requested for underwriting.	<u>5/143.10a</u>	No prospective insurer shall request the insured to provide more detailed loss information than required by it to underwrite the same line or class of insurance.
Loss information required to be provided.		Insurer shall provide the following loss information to the first named insured within 30 days of the insured's request, and at the same time as any notice of cancellation or nonrenewal, except where the policy has been cancelled for nonpayment of premium, material misrepresentations or fraud on the part of the insured: a) on closed claims, date and description of occurrence, and total amounts of payments; b) on open claims, date and description of occurrence, total amount of payments and total reserves, if any; and c) for any occurrence not included in (a) or (b), the date and description of occurrence and total reserves, if any. Insurer shall provide additional loss information, including specific loss reserves, to the first named insured as soon as possible, but in no event later than 20 days of receipt of named insured's mailed or delivered written

Policy must contain cancellation provision.	215 ILCS 5/143.11	request for such information at the request of a prospective insurer. Insurer shall automatically extend coverage under the existing policy, at the same terms and conditions by the same number of days it takes the insurer to provide the insured with this additional information. Policy must include a cancellation provision setting out the manner in which the policy may be cancelled.
CONDITIONAL RENEWAL	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Assignment or transfer of policies among or between insurers within an insurance holding company system or insurers under common management or control, or as a result of a merger, acquisition, or restructuring of an insurance company, is not a nonrenewal for purposes of the notification requirements.		Assignment or transfer of policies among or between insurers within an insurance holding company system or insurers under common management or control, or as a result of a merger, acquisition, or restructuring of an insurance company, is not a nonrenewal for purposes of the notification requirements. If the increase in the renewal premium is 30% or more, contains a change in deductibles or change in coverage that materially alters the policy, the company must adhere to provisions in Section 143.17a as described below. A company making an assignment or transfer of a policy among or between insurers as stated above, must deliver to the named insured notice of such assignment or transfer at least 60 days prior to the renewal date. An exact and unaltered copy of the notice shall also be sent to the insured's producer, if known, and agent of record.
Requirements for advance notice of renewal with changes in deductibles, changes in	215 ILCS 5/143.17a	If an insurer offers to renew directly to the named insured with a renewal increase of 30% or more, or with a change in deductible or

coverage that materially alters the policy, or increase of 30% or more.

Illinois Supreme Court Rule 236

coverage that materially alters the policy, the insurer must mail or deliver to the named insured, written notice of such premium increase or change at least 60 days prior to the renewal or anniversary date.

The increase in premium shall be the renewal premium based on the known exposure as of the date of the quotation compared to the premium as of the last day of coverage for the current year's policy, annualized. The premium may be subsequently amended to reflect any change in exposure or reinsurance costs not considered in the quotation.

The renewal notice must provide the specific dollar amount of the premium. Renewal notices issued with the wording "your premium increase will be 30% or more" do not comply with the Code.

Notification must also be mailed to the insured's broker, if known, or the agent of record and to the mortgage or lien holder listed on the policy.

If the insurer fails to provide 60 days notice in advance of the renewal or anniversary date but provides notice at least 31 days prior to the renewal or anniversary date, the company must extend the current policy under the same terms, conditions and premium to allow 60 days notice, and provide the actual renewal premium quotation and any change in coverage or deductible on the policy. If the insurer fails to provide 31 days advance notice as described above, the insurer must renew the expiring policy under the same terms and conditions for an additional year or until the effective date of any similar coverage procured by the insured, whichever is earlier. The insurer may increase the renewal premium, however such increase must be less than 30% of the expiring term's premium, and notice of such increase must be

NOTICE OF	REFERENCE	delivered to the named insured on or before the date of expiration of the current policy period. Proof of mailing or proof of receipt may be proven by a sworn affidavit by the insurer as to the usual and customary business practices of mailing notices pursuant to Section143.17a or may be proven consistent with Illinois Supreme Court Rule 236. DESCRIPTION OF REVIEW
CANCELLATION	REFERENCE	STANDARDS REQUIREMENTS
Cancellation notice mailing requirements and requirements for canceling premium financed insurance contracts.	215 ILCS 5/143.14	Insurer must mail cancellation notice to the named insured and to the mortgage or lien holder, and send copy of such notice to the insured's broker, if known, or the agent of record, at the last mailing address known by insurer. Insurer must maintain proof of mailing on a form acceptable to U.S. Post Office or other commercial mail delivery service. Section 143.14 also contains requirements for canceling premium financed insurance contracts and procedures for returning unearned premium. See law for specific details of requirements.
Number of days notice required for cancellation of commercial policies and notice requirements.	215 ILCS 5/143.16	Insurer must mail cancellation notice to the named insured at least: 10 days prior to effective date of cancellation for nonpayment of premium; 30 days prior to effective date of cancellation during the first 60 days of coverage; 60 days prior to effective date of cancellation after coverage has been effective for 61 days or more. All notices shall include a specific explanation of the reason(s) for cancellation.

Cancellation notice must	215 ILCS	If an insurer cancels a commercial policy mid-
advise insured of right to	5/143.23	term per Section 143.16a, for any reason except
request a hearing.		non-payment of premium, the cancellation
	215 ILCS	notice must advise the named insured of the
	<u>5/143.16a</u>	right to appeal and the procedure to follow for
		such appeal.
NOTICE OF NON	DEFEDENCE	DESCRIPTION OF DEVIEW
NOTICE OF NON-	REFERENCE	DESCRIPTION OF REVIEW
RENEWAL		STANDARDS REQUIREMENTS
Number of days notice	215 ILCS	Nonrenewal notice must be mailed to the
required for nonrenewing a	5/143.17a	named insured at least 60 days in advance of
commercial policy and other		the nonrenewal date.
notice requirements.		
		Insurer must maintain proof of mailing of such
		notice on a recognized U.S. Post Office form or
		a form acceptable to the U.S. Post Office or
		other commercial mail delivery service.
		If the insurer fails to mail notice of nonrenewal
		to the named insured at least 60 days in
		advance of the nonrenewal date, the insurer
		must extend the policy for an additional year or
		until the effective date of any similar insurance
		procured by the insured, whichever is less, on
		the same terms and conditions as the policy
		sought to be terminated, unless the insurer has
		manifested its intention to renew at a different
		premium that represents an increase not
		exceeding 30%.
		eneceding 5 0 7 vi
		Notification must also be mailed to the
		insured's broker, if known, or the agent of
		record and to the mortgage or lien holder listed
		on the policy.
		Nonrenewal notice must provide a specific
		explanation of the reason(s) for nonrenewal.
PERMISSIBLE REASONS	REFERENCE	DESCRIPTION OF REVIEW
FOR CANCELLATION		STANDARDS REQUIREMENTS

May not cancel because agent's contract with insurer was terminated.	215 ILCS 5/141.01	Insurers may not cancel any policy on the ground that the company's contract with the agent through whom the policy was obtained has been terminated.
May not cancel a policy on sole basis of previous refusal, cancellation or nonrenewal by any insurer.	215 ILCS 5/143.10	Insurers may not cancel a policy on the sole basis that the insured or applicant for such policy was previously refused issuance or renewal of a policy by an insurer, or such insured's policy was cancelled on a prior date by any insurer.
Reasons for canceling a commercial policy that has been in effect for 60 days or more.	215 ILCS 5/143.16a 50 IL Adm. Code 940	After a policy has been in effect for 60 days, insurer may only cancel for the following 6 reasons: (a) non-payment of premium; (b) the policy was obtained through a material misrepresentation; (c) any insured violated any terms and conditions of the policy; (d) the risk originally accepted has measurably increased; (e) the insurer certifies to the Director of the loss of reinsurance for all or a substantial part of the underlying risk; or (f) the Director determines that continuation of the policy could place the insurer in violation of Illinois insurance laws. Rule 940 outlines requirements for certification of loss of reinsurance.
PERMISSIBLE REASONS FOR NON-RENEWAL	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
May not refuse to renew because agent's contract with insurer was terminated.	215 ILCS 5/141.01	Insurers may not refuse to renew any policy on the ground that the company's contract with the agent through whom the policy was obtained has been terminated.
May not refuse to renew a policy on sole basis of previous refusal, cancellation or nonrenewal by any insurer.	215 ILCS 5/143.10	Insurers may not refuse to renew a policy on the sole basis that the insured or applicant for such policy was previously refused issuance or renewal of a policy by an insurer, or such

		insured's policy was cancelled on a prior date by any insurer.
Insurers may nonrenew for almost any reason(s) except those specifically prohibited in other Illinois insurance laws or regulations. However, insurers must give a specific explanation of the reason(s) for nonrenewal.	215 ILCS 5/143.17a	Insurers may nonrenew for almost any reason(s) except those specifically prohibited in other Illinois insurance laws or regulations. However, insurers must give a specific explanation of the reason(s) for nonrenewal.
CLAIMS MADE	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
	Per agreements made with industry when claims made forms were introduced to replace occurrence forms. See Department Newsletter Vol XVII, No. 1, Jan-Feb 1986	Insurers must: ==> provide a free 60-day extended reporting period to report occurrences, and a 5-year tail on claims from occurrences during the policy period and the free 60-day period; ==> offer the insured an unlimited extended reporting period; ==> offer 100% reinstatement of the aggregate limits for the duration of the extended reporting period; ==> offer the extended reporting period when the policy is terminated for any reason, including non-payment of premium, and whether the policy is terminated at the company's or insured's request; ==> charge for the extended reporting period premium, a maximum of 200% of the annual premium of the expiring policy.

		==> allow the insured 60 days after the policy is terminated to purchase the extended reporting period coverage;
		==> trigger the claims made coverage when notice of claim is received and recorded by the insured or company, whichever comes first;
		Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
CONSUMER INFORMATION	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Cancellation notice must advise insured of right to request a hearing.	215 ILCS 5/143.23	If an insurer cancels a policy mid-term per Section 143.16a, for any reason except non-payment of premium, the cancellation notice must advise the named insured of the right to request a hearing to appeal such decision, and the procedure to follow for such appeal.
Written notice of company's complaint Department and Department of Insurance Public Service Department.	215 ILCS 5/143c 50 IL Adm. Code 931 CB 2025-01	No policy may be delivered unless the policy holder or certificate holder is provided written notice regarding where to file a complaint. This notice is expected to be filed with all new products as well as any time there is a change made to the notice. Rule 931 provides more specific guidance that: The requirement of providing "written notice" shall be satisfied by: A) Any printed notice delivered with a policy or certificate; B) Any adhering label attached to a policy
		or certificate; C) Any computerized notice issued concurrently with a computer issued policy of certificate;

		STA	NDARDS REQUIREMENTS
CONTENT OF POLICIES	REFERENCE		ESCRIPTION OF REVIEW
			plans.
			according to manual rates or rating
		(C)	Commercial Inland Marine risks which, by general custom, are not written
			Fidelity and Surety
		,	Ocean Marine
		from this l	• • •
		The follow	ving types of insurance are exempted
			contact the following:"
			arise regarding this insurance, you may
			advise you that should any complaints
			information included in the following suggested wording: "This notice is to
			forth the minimum amount of
			addresses, the notification should set
		C)	In addition to providing the required
			office must be given.
			addresses of each appropriate service
			complaints, then the additional
			office cannot service all types of
			service all types of complaints. If one
		D)	company shall be an office that can
		В)	Springfield, IL 62767. The address to be used for the
			320 West Washington Street,
			Chicago, IL 60603 and in Springfield at
			Chicago at 115 S. Lasalle St., 13th Floor,
			maintains a Consumer Division in
			website or by mail. The Department
			Illinois Department of Insurance's
			file a consumer complaint online at the
			Insurance explicitly stating "You may
		A)	information for the Department of
			nired notice: Companies shall use the contact
		T .1	
			above.
		(تا	Any other form of individual written notice substantially similar to the
		U)	Any other form of individual written

Reasons for which the Director	215 ILCS	The Director may disapprove any form that (i)
may disapprove a form filing.	5/143(2)	violates any provision of the Illinois Insurance
		Code, (ii) contains inconsistent, ambiguous, or
		misleading clauses, or (iii) contains exceptions
		and conditions that will unreasonably or
		deceptively affect the risks that are purported to
		be assumed by the policy.
Hired and Non-owned	215 ILCS	If hired and/or non-owned auto coverage is
Auto/Uninsured Motorists	5/143(2)	offered, an insurer may not specifically exclude
Coverage	21.5 H GG 5/1.42	statutory mandated uninsured motorist
	215 ILCS 5/143a	coverage. Any forms that contain provisions to
	215 ILCS	the contrary are deemed to contain exceptions
	5/143a-2	and conditions that unreasonably or deceptively
	<u> </u>	affect the risks that are purported to be assumed
	Harrington v.	by the policy, in violation of Section 143(2)
	American Family	and will be disapproved accordingly.
	Mutual Insurance	
	Company	
Requirements for form content	50 IL Adm.	There must be printed at the head of the policy
and readability.	Code 753	the name of the insurer or insurers issuing the
		policy, the location of the Home Office thereof;
		a statement of whether the insurer is a stock,
		mutual, reciprocal, Lloyds, alien insurer, or an
		insurer operating under a charter by Special
		Act of the Legislature of any state. There may
		be added thereto such devices, emblems or
		designs and dates as are appropriate for the
		insurer issuing the policy.
		All forms must be identified by a descriptive
		title, form number and edition identification.
		All forms must be printed in not less than
		eight-point type.
DEFENSE WITHIN	REFERENCE	DESCRIPTION OF REVIEW
LIMITS		STANDARDS REQUIREMENTS

Defense costs may not be	215 ILCS	Defense costs must be paid as supplement to
included in limits of liability.	5/143(2)	the limits of liability. Defense costs may not be included in the limits of liability. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
DEFINITIONS	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
Definition of "renewal" or "to renew."	215 ILCS 5/143.13(d)	Definition of "renewal" or "to renew."
Definition of "nonpayment of premium."	215 ILCS 5/143.13(e)	Definition of "nonpayment of premium."
Definition of "policy delivered or issued for delivery in this State."	215 ILCS 5/143.13(f)	Definition of "policy delivered or issued for delivery in this State."
Definition of "cancellation" or	215 ILCS	Definition of "cancellation" or "cancelled."
"cancelled."	5/143.13(g)	
DISCRIMINATION	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
May not cancel certain	215 ILCS	Insurers may not cancel a policy, or refuse to
policies, or refuse to issue or	<u>5/143.24c</u>	issue or renew a policy solely on the basis that
renew certain policies solely	Title 26 U.S.C.	one or more claims have been made against any
due to hate crimes.	Sections	policy during the preceding 60 months, for a loss that is the result of a hate crime, if the
	170(b)(1)(A)(i),	insured provides evidence to the insurer that
	(ii), and (vi).	the act causing the loss is identified as a hate
		crime on a police report.
		Applies to policies issued to an individual, a religious organization described in Section 170(b)(1)(A)(i) of Title 26 of the United States Code, or an educational organization described
		in Section 170(b)(1)(A)(ii) of Title 26 of the

Redlining When geographic location of risk may be grounds for refusing to insure.	215 ILCS 5/155.22	United States Code, or any other nonprofit organization described in Section 170(b)(1)(A)(vi) of Title 26 of the United States Code that is organized and operated for religious, charitable, or educational purposes. Insurer may not refuse to provide insurance solely on the basis of the specific geographic location of the risk unless such refusal is for a business purpose which is not a mere pretext for unfair discrimination.
Rating, claims handling, and underwriting decisions based solely on domestic violence.	215 ILCS 5/155.22b	No insurer that issues a property and casualty policy may use the fact that an applicant or insured incurred bodily injury as a result of a battery committed against him/her by a spouse or person in the same household as a sole reason for a rating, underwriting, or claims handling decision.
Unfair methods of competition or unfair or deceptive acts or practices defined.	215 ILCS 5/424(3)	It is an unfair method of competition or unfair and deceptive act or practice if a company makes or permits any unfair discrimination between individuals or risks of the same class or of essentially the same hazard and expense element because of the race, color, religion, or national origin of such insurance risks or applicants.
Procedure as to unfair methods of competition or unfair or deceptive acts or practices not defined.	215 ILCS 5/429	Outlines the procedures the Director follows when he has reason to believe that a company is engaging in unfair methods of competition or unfair or deceptive acts or practices.
Civil Union Partnerships- effective June 1, 2011	750 ILCS 75/1 Civil Union Fact Sheet	The Religious Freedom Protection and Civil Union Act will allow both same-sex and different-sex couples to enter into a civil union with all of the obligations, protections, and legal rights that Illinois provides to married heterosexual couples. Please note that whenever a policy form,

DOMESTIC A DUSE	DEEEDENCE	application, or rating rule includes the terms "spouse," "married," or "immediate family member" it is required that parties to a civil union be included in these definitions.
DOMESTIC ABUSE	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Rating, claims handling, and underwriting decisions based solely on domestic violence.	215 ILCS 5/155.22b	No insurer that issues a property and casualty policy may use the fact that an applicant or insured incurred bodily injury as a result of a battery committed against him/her by a spouse or person in the same household as a sole reason for a rating, underwriting, or claims handling decision.
Intentional acts exclusion exception for innocent co- insured.	215 ILCS 5/155.22b	If a policy excludes property damage coverage for intentional acts, the insurers may not deny payment to an innocent co-insured who did not cooperate in or contribute to the creation of the loss if the loss arose out of a pattern of criminal domestic violence and the perpetrator of the loss is criminally prosecuted for the act causing the loss.
EXCLUSIONS & LIMITATIONS	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Blank endorsements are acceptable for filing, with exceptions.	215 ILCS 5/143(2)	Blank endorsements may be filed, but may not be used to decrease coverage, increase rates or deductibles, or negatively alter any terms or conditions of coverage, unless such change is at the sole request of the insured. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.

Certain restrictive endorsements must be signed by the named insured.	215 ILCS 5/143(2)	Certain restrictive endorsements, such as animal bite exclusions, must be signed and dated by the named insured. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Communicable disease exclusions must be specific.	215 ILCS 5/143(2)	Form may not exclude broad categories of communicable disease. Form may exclude only specific diseases, such as AIDS, or specific classes of diseases, such as sexually transmitted diseases. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Electromagnetic exclusions are prohibited.	215 ILCS 5/143(2)	Electromagnetic exclusions are prohibited. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Intoxicant or narcotic exclusions are prohibited unless specific language is included.	215 ILCS 5/143(2)	Intoxicant or narcotic exclusions are prohibited unless they include the following: 1) a standard set forth with regard to what is considered an intoxicant or narcotic; 2) a standard set forth as to what levels of consumption defines intoxication; 3) a standard of proof set forth; and 4) language that distinguishes the intent or motivation. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of

		Section 143(2) and will be disapproved accordingly.
Pollution exclusion requirements.	215 ILCS 5/143(2)	Pollution exclusions may not apply to BI/PD caused by heat, smoke or fumes from a hostile fire. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
	215 ILCS 5/143(2)	Professional Liability coverage must have separate limits that do not reduce the limits of this coverage. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Intentional acts exclusion exception for using reasonable force to protect persons or property	215 ILCS 5/143(2)	Intentional acts exclusions must contain an exception for an insured using reasonable force to protect persons or property. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risk that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Intentional acts exclusion exception for innocent co- insured.	215 ILCS 5/155.22b	If a policy excludes property coverage for intentional acts, the insurer may not deny payment to an innocent co-insured who did not cooperate in or contribute to the creation of the loss if the loss arose out of a pattern of criminal domestic violence and the perpetrator of the loss is criminally prosecuted for the act causing the loss.

Hired and Non-owned Auto/Uninsured Motorists Coverage	215 ILCS 5/143a-2 Harrington v. American Family Mutual Insurance	
MOLD	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Filing procedures and requirements for exclusions and limitations related to mold.		Please refer to Company Bulletin 2002-07 for specific information and guidance.
TERRORISM	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Terrorism Risk Insurance Program Reauthorization Act of 2015 and Filing Procedures and Requirements for Terrorism-Related Forms, Rules and Rates.	Company Bulletin 2015-03	Please refer to Company Bulletin 2015-03 for specific information and guidance.
GROUP POLICIES	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Only certain professional liability and legal liability policies are specifically authorized by statute to be written on a group basis in Illinois.	215 ILCS 5/388a-388g 215 ILCS 5/393a-393g 215 ILCS 5/400.1	There are no enabling statutes in Illinois that authorize the writing of group fire, casualty, inland marine, or surety insurance. The effect is to require that all fire, casualty, inland marine, or surety insureds of the same class be treated alike. These provisions are not applicable where the Illinois Insurance Code specifically authorizes the grouping of risks. The only coverages that are currently authorized on a

	IL Adm. Code 2302 215 ILCS 5/900- 906	group basis are: a) group vehicle; b) group professional liability; c) group inland marine; d) group legal.
GROUP PROFESSIONAL	REFERENCE	DESCRIPTION OF REVIEW
LIABILITY		STANDARDS REQUIREMENTS
Certain group professional	215 ILCS	There are no enabling statutes in Illinois that
liability policies may be	5/388a-388g	authorize the writing of group fire, casualty,
written in Illinois per Sections		inland marine, or surety insurance. The effect is
393a-393g of the Illinois	215 ILCS	to require that all fire, casualty, inland marine,
Insurance Code.	5/393a-393g	or surety insureds of the same class be treated
Policies must be approved by the Director.	215 ILCS 5/400.1	alike. These provisions are not applicable where the Illinois Insurance Code specifically authorizes the grouping of risks. The only
See specific laws for details.	IL Adm. Code 2302	coverages that are currently authorized on a group basis are: a) group vehicle; b) group professional liability; c) group inland marine;
	215 ILCS 5/900- 906	d) group legal.
Group professional liability	215 ILCS 5/393c	Policy shall provide that the policy, the
insurance "entire contract"		application of the employer, or executive
specified.		officer or trustee of any association, and the
		individual applications, if any, of the
		employees, members, or employees of
		members insured shall constitute the entire
		contract between the parties, and that all
		statements made by the employer, or the
		executive officer or trustee, or by the individual
		employees, members, or employees of members shall, in the absence of fraud, be
		deemed representations used in defense to a
		claim under the policy, unless it is contained in a written application.
		a written application.

Group professional liability	215 ILCS 5/393d	Each group professional liability insurance
insurance certificates		policy shall provide that the insurer will issue
required.		to the employer, or to the executive officer or
		trustee of the association, for delivery to the
		employee, member or employee of a member,
		who is insured under such policy an individual
		certificate setting forth a statement as to the
		insurance protection to which he is entitled and
		to whom payable.
Group professional liability	215 ILCS 5/393e	Policy shall provide that to the group or class
insurance new members of		thereof originally insured, shall be added from
group.		time to time, all new employees of the
		employer, members of the association, or
		employees of members eligible to and applying
		for insurance in such group or class, but
		participation in the group plan shall not be
		required as a condition of employment, nor
		shall any member not participating in the plan
		be coerced or discriminated against.
Group professional liability	215 ILCS 5/393f	Policy shall provide that any member of the
insurance conversion rights.		group shall have the right to convert his group
		policy to an individual standard policy of
		insurance, in the same company as offered by
		the insurer to the non-group insureds upon
		termination of his connection with the group,
		extending to him the same limits of coverage.
Group professional liability	215 ILCS 5/393g	Insurer may not cancel the insurance of an
insurance cancellation		individual member of a group covered by a
restricted.		group professional liability insurance policy
		except for the non-payment of premium by
		such member or unless the insurance for the
		entire group is cancelled. In such cases, notice
		of cancellation as provided in like non-group
		policies shall be given to each member.
GROUP LEGAL EXPENSE	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
	<u> </u>	1

Group legal expenses	215 ILCS 5/900	Group legal expense insurance means that form
insurance may be written in		of legal expense insurance covering not less
Illinois subject to Sections 900		than 10 employees, members, or employees of
906 of the Illinois Insurance		members, written under a master policy issued
Code.		to any governmental corporation, unit, agency
		or Department thereof, or to any corporation,
See specific Sections for		co-partnership, individual employer, or to any
details.		association, upon application of an executive
		officer or trustee of such association having a
		constitution or bylaws and formed in good faith
		for purposes other than that of obtaining
		insurance, where officers, members,
		employees, employees of members, or classes
		or Departments thereof may be insured for their
		individual benefit.
		individual benefit.
		Group legal expense may be written to insure
		any group which may be insured under a group
		life insurance policy. The term "employees"
		includes the officers, managers, and employees
		of subsidiary or affiliated corporations, and the
		individual proprietors, partners, and employees
		of affiliated individuals and firms, when the
		business of such subsidiary or affiliated
		corporations, firms or individuals is controlled
		by a common employer through stock
		ownership, contract or otherwise.
Group legal expense insurance	215 ILCS 5/901	Companies authorized to write legal expense
authorized.		insurance in Illinois shall have the power to
	215 ILCS 5/143	issue group legal expense insurance policies.
		Policies and forms must be filed with the
		Department pursuant to Section 143 and
		comply with applicable provisions of Illinois
		laws and regulations, including but not limited
		to Sections 902-906 of this Code.
		Forms may not contain provisions which would
		interfere with the freedom of choice by the
		interfere with the freedom of choice by the

insured in the selection of attorneys, except that the insurer may select and contract with attorneys to verify plan coverage and to provide the insureds with legal services which consist of initial advice and consultation. Nothing shall prevent the insured, after plan coverage has been verified, from going to his own attorney of choice for initial advice and consultation, subject to applicable policy limitations. Forms shall prominently display language advising the insured of his freedom of choice and selection of attorneys, and that no company issuing such forms may require, suggest, or recommend the use of any attorney or firm of attorneys, provided however that the insurer may provide the names of attorneys or firms who have agreed to accept legal expense insurance benefits as payment for certain legal services. The insurer may also refer the insured to any lawyer referral service authorized or operated by a state, county, local or other bar association. Any insurance company issuing such policies shall in no way interfere with the attorney-client relationship nor with the independent exercise of professional judgment by any attorney. Group legal expense insurance 215 ILCS 5/902 Forms shall provide that the policy, the application of the employer or executive officer or trustee of any association, and the individual applications, if any, of the employees, members, or employees of members insured shall constitute the entire contract between the parties, and that all statements made by the employer, or the executive officer or trustee, or

by the individual employees, members, or

-- "entire contract" specified.

	employees of members shall, in the absence of fraud, be deemed representations and not warranties, and that no such statement shall be used in defense to a claim under the policy, unless it is contained in a written application.
Group legal expense insurance 215 ILC certificates required.	Forms shall provide that the insurer shall issue to the employer, or to the executive officer or trustee of the association, for delivery to the employee, member or employee of a member, who is insured under such policy, an individual certificate setting forth a statement as to the insurance protection to which he or she is entitled and to whom payable, if appropriate.
Group legal expense insurance 215 ILC new members of the group.	Forms shall provide that, to the group or class thereof originally insured, shall be added from time to time all new employees of the employer, members of the association or employees of members eligible to and applying for insurance in such group or class, but participation in the group plan shall not be required as a condition of employment, nor shall any member not participating in the plan be coerced or discriminated against.
Group legal expense insurance 215 ILC conversion rights.	Forms shall provide that any member of the group shall have the right to convert his group policy to an individual standard policy of insurance, in the same company as offered by the insurer to the non-group insureds, upon termination of his connection with the group, extending to him or her the same limits of coverage.
Group legal expense insurance 215 ILC cancellation restricted.	Insurer may not cancel coverage of an individual member except for nonpayment of premium by such member, or the group policyholder if premium is paid or collected by it for transmittal to the insurer, or unless the insurance for the entire group is cancelled.

Group legal expense insurance	215 ILCS 5/906	In the event of cancellation, the insurer shall:
notification required for		,
cancellation.		(1) If it has in its actual possession the names
		and addresses of individual members insured
		under such group legal expense insurance
		policy, deliver to the individual member
		written notice of cancellation stating when, not
		less than 30 days thereafter, such cancellation
		shall be effective, provided however, that if
		such cancellation is the result of nonpayment of
		premium by such member or the group
		policyholder, a notice of 10 days shall be
		sufficient. Delivery shall be considered
		effective by mailing of such notice to the last
		address of the member as shown on the
		insurer's records.
		(2) In the event the insurer does not administer
		the group legal expense insurance policy and is
		not in actual possession of the names and
		addresses of individual members insured under
		such policy, the insurer shall deliver to the
		employer or to the executive officer or trustee
		of the association, for delivery to the employee,
		member or employee of a member who is
		insured under such policy, individual notice of
		cancellation forms stating when, not less than
		30 days thereafter, such cancellation shall be
		effective, provided however, that if such
		cancellation is the result of nonpayment of
		premium, a notice of 10 days shall be
		sufficient. Delivery shall be considered
		effective by mailing such notice to the last
		address of the group policyholder as shown on
		the insurer's records.
		The insurer shall not be required to furnish
		notice of cancellation under this Section to the
		group policyholder when an individual
		member's insurance is terminated by reason of

		nonpayment of premium, unless it has specific knowledge of the individual's failure to pay premium.
ACTION AGAINST COMPANY	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Periods of limitation tolled.	215 ILCS 5/143.1	If the form contains a provision limiting the period of time within which the insured may bring suit, the provision must state that the running of such period is tolled from the date proof of loss is filed until the date the claim is denied in whole or in part.
DEFENSE COSTS	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Defense costs may not be included in limits of liability.		Defense costs must be paid as supplement to the limits of liability. Defense costs may not be included in the limits of liability. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
PAYMENT OF LOSS TIME PERIOD	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
If a form states when a claim will be paid, the language must conform to this Rule.	50 IL Adm. Code 919.50	If a form contains a provision stating when a claim shall be paid, the provision must comply with this Rule that states that the insurer shall affirm or deny liability on claims within a reasonable time and shall offer payment within 30 days of affirmation of liability if the amount of the claim is determined and not in dispute. For those portions of the claim which are not in dispute and the payee is known, the insurer shall tender payment within said 30 days.
OTHER INSURANCE	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS

Requirements for "Other	215 ILCS	"Other Insurance" provisions must state that
Insurance" provisions.	5/143(2)	coverage under the policy will share
		proportionately with other similar coverages
		the insured may have. Any forms that contain
		provisions to the contrary are deemed to
		contain exceptions and conditions that
		unreasonably or deceptively affect the risks that
		are purported to be assumed by the policy, in
		violation of Section 143(2) and will be
		disapproved accordingly.
PUNITIVE DAMAGES	REFERENCE	DESCRIPTION OF REVIEW
FUNITIVE DAMAGES	KEFEKENCE	
		STANDARDS REQUIREMENTS
Punitive damages.	95 IL. App. 34	An insurer may not reimburse an insured for
	<u>3d 1122</u>	punitive damages assessed as a result of the
		insured's own misconduct. If a form excludes
	215 ILCS	coverage for punitive damages, the form must
	<u>5/143(2)</u>	state that it provides a defense for claims
		involving both compensatory and punitive
		damages. Any forms that contain provisions to
		the contrary are deemed to contain exceptions
		and conditions that unreasonably or deceptively
		affect the risks that are purported to be assumed
		by the policy, in violation of Section 143(2)
		and will be disapproved accordingly.
REBATES	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
	015 H OG 5/151	N
Payments or acceptance of	215 ILCS 5/151	No insurer, agent or broker shall offer, give,
rebates prohibited.	215 II CS 5/152	etc., any rebate of premium, agent's
Pahatas panaltias	215 ILCS 5/152	commission, profits, dividends, or any special
Rebates penalties		advantage in date of policy or age of issue, or
		any other valuable consideration or
		inducement, upon issuance or renewal, which is
		not specified in the policy contract of
		insurance.
		However, insurers may pay a bonus to
		policyholders or abate their premiums, in
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		whole or in part, out of surplus accumulated
		from nonparticipating insurance.
		Insurers may also offer a child passenger
		restraint system, or a discount from the
		purchase price of a child passenger restraining
		system to policyholders, when the purpose of
		such system is the safety of a child and
		compliance with the "Child Passenger
		Protection Act."
		No insured or applicant shall directly or
		indirectly receive or accept any rebate of
		premium or agent's or broker's commission, or
		any favor or advantage, or any valuable
		consideration or inducement, other than such as
		is specified in the policy.
		is specified in the policy.
		Any company or person violating any
		provision of Section 151 shall be guilty of a
		Class B misdemeanor.
VOIDANCE	DEFEDENCE	DESCRIPTION OF DEVICE
VOIDANCE	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
Requirements to rescind a	215 ILCS 5/154	A policy may not be rescinded, defeated or
policy for misrepresentation or		avoided unless the misrepresentation is stated
false warranty.		in the policy, endorsement or rider attached
		thereto, or in the written application therefore,
		and was made with the actual intent to deceive,
		or materially affected either the acceptance of
		the risk or the hazard assumed by the company.
MISCELLANEOUS	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
Prejudgment interest.	215 ILCS	Illinois courts do not award prejudgment
	5/143(2)	interest. However, if a form references payment
		of prejudgment interest, then such payment
		must be a supplementary coverage and not paid
		within the policy limits. Any forms that contain provisions to the contrary are deemed to

		contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Post-judgment interest.	215 ILCS 5/143(2)	If a form references payment of post-judgment interest, then such payment must be a supplementary coverage and not paid within the policy limits. Any forms that contain provisions to the contrary are deemed to contain exceptions and conditions that unreasonably or deceptively affect the risks that are purported to be assumed by the policy, in violation of Section 143(2) and will be disapproved accordingly.
Endorsements that amend another endorsement are prohibited.	215 ILCS 5/143(2)	An endorsement cannot be used to amend another endorsement. Such endorsements are deemed to result in inconsistent, ambiguous, or misleading clauses, in violation of Section 143(2) and will be disapproved accordingly.
Requirements for termination of line of business.	215 ILCS 5/143.11a	A company must notify the Director of the termination of a line of insurance, as well as the reasons for the action, 90 days before termination of any policy is effective. Notices of termination can be emailed to <u>Amber Young.</u>
Negative response roll-ons are prohibited.	215 ILCS 5/429	Form changes that are optional may not be applied "automatically unless the insured rejects." Insureds must be offered the option and must respond affirmatively for the change to apply. To apply the option automatically unless rejected is to engage in an unfair or deceptive act or practice.
LIQUOR LIABILITY REQUIREMENTS	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS

Liquor liability rates and rules are not required to be filed.	,	Liquor liability rate and rule filings are not required to be filed in Illinois.
RATE, RULE, RATING PLAN, CLASSIFICATION, AND TERRITORY FILING REQUIREMENTS	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
For all other lines of "Other Liability" insurance listed on page 1 of this checklist, rates and rules are not required to be filed in Illinois.		For all other lines of "Other Liability" insurance listed on page 1 of this checklist, rates and rules are not required to be filed in Illinois.
INDIVIDUAL RISK RATING	REFERENCE	DESCRIPTION OF REVIEW STANDARDS REQUIREMENTS
Individual risk rating requirements.		A company is not required to file rates for individual Illinois risks which cannot be rated in the normal course of business rating because of special or unusual characteristics and must be rated on the basis of underwriting judgment. Company must maintain documentary information regarding such individual risk rates for review by the Department's Property & Casualty Compliance Unit. A company is not required to file rates on individual risks where the development of the rate for the individual risk is dependent on an inspection of improvements on real property and an application of a schedule, the elements of which include loss ratio, hazard analysis, risk analysis and classification of municipal fire defenses. However the company must maintain documentary information and records in its offices, which will be available for review by the Department's Property & Casualty Compliance Unit.

OTHER	REFERENCE	DESCRIPTION OF REVIEW
		STANDARDS REQUIREMENTS
Unfair methods of competition or unfair or deceptive acts or		It is an unfair method of competition or unfair and deceptive act or practice if a company
practices defined.		makes or permits any unfair discrimination between individuals or risks of the same class or of essentially the same hazard and expense element because of the race, color, religion, or national origin of such insurance risks or applicants.
Procedure as to unfair methods of competition or unfair or deceptive acts or practices not defined.		Outlines the procedures the Director follows when he has reason to believe that a company is engaging in unfair methods of competition or unfair or deceptive acts or practices.

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