



Time Triggers Contained In California Fair Claims Settlement Practices Regulations

- **3 business days or less**
Request photographs or estimate in lieu of inspection or reinspection {2695.8 (e)}
- **6 business days or less**
Exercise right to inspect a damaged vehicle {2695.8 (e)}
- **15 calendar days or less**
Respond to communication from claimant {2695.5 (b)}
Acknowledge receipt of claim to claimant {2695.5 (e) (1)}
Provide forms and instructions {2695.5 (e) (2)}
Begin investigation {2695.5 (e) (3)}
- **21 calendar days or less**
Respond to DOI Inquiries {2695.5 (a)}
- **30 calendar days or less**
Make Payment upon Receipt of Release and/or Acceptance of any portion of Claim {2695.7 (h)}
Notify distributor of non-compliant aspect and cease requirement of use of non-original equipment manufacturer part found to be not equivalent to original part. {2695.8 (g) (6)}
- **30 calendar days or more**
Advise first party claimant of Statute of Limitations {2695.7 (f)}
Advise claimant more time required to accept or deny claim {2695.7 (c)}
- **35 calendar days or less**
First party insured can demand Insurer to Reopen Auto Claim if comparable vehicle cannot be purchased {2695.8 (c)}
- **40 calendar days or less**
Accept or Deny Claim {2695.7 (b)}
- **60 calendar days or more**
Advise Third Party claimant of Running of Statute of Limitations {2695.7 (f)}

- **80 calendar days or less**

Time to Accept or Deny Claim when factual belief fraud exists {2695.7 (k)}

- **90 calendar days or less**

Adopt and communicate to all licensees & claims agents written standards for prompt investigation and processing of claims after implementation of regulations or any revision of regulations {2695.6 (a)}