

Timeline of Important Deadlines Under California Fair Claims Settlement Practices Regulations

TIME ACTIVITY AUTHORITY

IN CCR

21 calendar days Within 21 calendar days, respond in writing
2695.5(a)
to DOI inquiries.

15 calendar days Within 15 calendar days, respond to 2695.5(b)
communications from claimant, unless
claimant has initiated legal action.

15 calendar days Within 15 calendar days of notice of claim,
2695.5(e)(1)

unless claimant has initiated legal action:

- acknowledge receipt – need not be in writing, but must be notated in claim file, or
- pay the claim.

15 calendar days Within 15 calendar days of notice of claim,
2695.5(e)(2)

unless claimant has initiated legal action:

- provide necessary forms, instructions, and assistance to claimant.

15 calendar days Within 15 calendar days of notice of claim,
2695.5(e)(3)

unless claimant has initiated legal action:

- commence necessary investigation.

40 calendar days Accept or deny the claim. If more time needed,
2695.7(b);

communicate in writing every 30 days. 2695.7(c)(1)

30 calendar days Communicate in writing every 30 days as to
2695.7(c)(1)

(continuing) why claim cannot be accepted or denied.

30 calendar days After acceptance of claim, tender payment
2695.7(h)

or portion of payment that has been
determined and is not disputed.

60 calendar days 60 calendar days before statute of limitations or
2695.7(f)

contract limitations period runs, notify claimant
(except 30 days for uninsured motorist claim).