# First Regular Session Sixty-ninth General Assembly STATE OF COLORADO

## REENGROSSED

This Version Includes All Amendments Adopted in the House of Introduction

LLS NO. 13-0526.01 Bart Miller x2173

**HOUSE BILL 13-1062** 

### **HOUSE SPONSORSHIP**

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## SENATE SPONSORSHIP

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#### **House Committees**

#### **Senate Committees**

Business, Labor, Economic, & Workforce Development

### A BILL FOR AN ACT

101 CONCERNING INCREASED REGULATION OF PUBLIC INSURANCE 102 ADJUSTERS BY THE COMMISSIONER OF INSURANCE.

## **Bill Summary**

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at http://www.leg.state.co.us/billsummaries.)

The "Colorado Producer Licensing Model Act" for insurance licensees requires public insurance adjusters, who adjust insurance claims solely on behalf of insureds under property damage insurance policies, to be licensed in this state, but does not otherwise authorize the insurance commissioner (commissioner) to regulate public insurance adjusters,

3rd Reading Unamended February 11, 2013

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including taking disciplinary action in cases of misconduct.

The bill makes the following changes to enhance the regulatory authority of the commissioner with respect to public insurance adjusters:

- ! Includes public adjusters as "insurance producers" so that the "Colorado Producer Licensing Model Act" fully applies to public adjusters;
- ! Extends existing continuing education requirements to public adjusters in order for them to maintain licensure in the same manner as other licensed insurance producers;
- ! Confirms that previously licensed public adjusters continue to be licensed under the changes made by the bill, including the need to comply with financial responsibility requirements;
- ! Requires public adjusters to have financial responsibility as evidenced by a surety bond or letter of credit;
- ! Sets standards for compensation of public adjusters by insureds, including a limit on compensation in cases of catastrophic disasters;
- ! Sets standards for the holding of funds of insureds by public adjusters;
- ! Sets general ethical standards for the conduct of public adjusters; and
- ! Authorizes the commissioner to promulgate rules relating to requirements for written contracts between public adjusters and insureds and the retention of records by public adjusters.
- 1 Be it enacted by the General Assembly of the State of Colorado:
- 2 **SECTION 1.** In Colorado Revised Statutes, 10-2-103, **amend** (1),
- 3 (6), (7.9), and (11); and **add** (1.5), and (8.5) as follows:
- 4 **10-2-103. Definitions.** As used in this article, unless the context otherwise requires:
- 6 (1) "Commissioner" means the commissioner of insurance
- 7 "CATASTROPHIC DISASTER" MEANS AN EVENT, AS DECLARED BY THE
- 8 PRESIDENT OF THE UNITED STATES OR THE GOVERNOR, OR BOTH, WHICH
- 9 RESULTS IN LARGE NUMBERS OF DEATHS OR INJURIES; CAUSES EXTENSIVE
- 10 DAMAGE OR DESTRUCTION OF PROPERTY OR FACILITIES THAT PROVIDE AND

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1	SUSTAIN HUMAN NEEDS; PRODUCES AN OVERWHELMING DEMAND ON
2	STATE AND LOCAL RESPONSE RESOURCES AND MECHANISMS; CAUSES A
3	SEVERE LONG-TERM EFFECT ON GENERAL ECONOMIC ACTIVITY; OR
4	SEVERELY AFFECTS STATE, LOCAL, AND PRIVATE SECTOR CAPABILITIES TO
5	BEGIN AND SUSTAIN RESPONSE ACTIVITIES.
6	$(1.5) \ "Commissioner" {\it means} \ {\it the} \ {\it commissioner} \ {\it of} \ {\it insurance}.$
7	(6) "Insurance producer" or "producer", except as otherwise
8	provided in section 10-2-105, means:
9	(a) A person who solicits, negotiates, effects, procures, delivers,
10	renews, continues, or binds:
11	(I) POLICIES OF INSURANCE FOR RISKS RESIDING, LOCATED, OR TO
12	BE PERFORMED IN THIS STATE;
13	(II) Membership in a prepayment plan as defined in parts 2 and 3
14	of article 16 of this title; or
15	(III) Membership enrollment in a health care plan as defined in
16	part 4 of article 16 of this title; AND
17	(b) A PUBLIC ADJUSTER.
18	(7.9) "Negotiate" means the act of conferring directly with or
19	offering advice directly to a purchaser or prospective purchaser of a
20	particular contract of insurance concerning any of the substantive
21	benefits, terms, or conditions of the contract, if the person engaged in that
22	act either sells insurance or obtains insurance from insurers for purchasers
23	OR ACTS AS A PUBLIC ADJUSTER.
24	(8.5) "PUBLIC ADJUSTER" MEANS ANY PERSON WHO, FOR
25	COMPENSATION OR ANY OTHER THING OF VALUE ON BEHALF OF THE
26	INSURED:
27	(a) ACTS OR AIDS, SOLELY IN RELATION TO FIRST-PARTY CLAIMS

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1	ARISING UNDER INSURANCE CONTRACTS THAT INSURE THE REAL OR
2	PERSONAL PROPERTY OF THE INSURED, ON BEHALF OF AN INSURED IN
3	NEGOTIATING FOR, OR EFFECTING, THE SETTLEMENT OF A CLAIM FOR LOSS
4	OR DAMAGE COVERED BY AN INSURANCE CONTRACT;
5	(b) Advertises for employment as a public adjuster of
6	INSURANCE CLAIMS OR SOLICITS BUSINESS OR REPRESENTS HIMSELF OR
7	HERSELF TO THE PUBLIC AS A PUBLIC ADJUSTER OF FIRST-PARTY
8	INSURANCE CLAIMS FOR LOSSES OR DAMAGES ARISING OUT OF POLICIES OF
9	INSURANCE THAT INSURE REAL OR PERSONAL PROPERTY; OR
10	(c) DIRECTLY OR INDIRECTLY SOLICITS BUSINESS, INVESTIGATES
11	OR ADJUSTS LOSSES, OR ADVISES AN INSURED ABOUT FIRST-PARTY CLAIMS
12	FOR LOSSES OR DAMAGES ARISING OUT OF POLICIES OF INSURANCE THAT
13	INSURE REAL OR PERSONAL PROPERTY FOR ANOTHER PERSON ENGAGED IN
14	THE BUSINESS OF ADJUSTING LOSSES OR DAMAGES COVERED BY AN
15	INSURANCE POLICY FOR THE INSURED.
16	(11) "Solicit" means attempting to sell insurance, or asking or
17	urging a person to apply for a particular kind of insurance from a
18	particular company, OR ASKING OR URGING A PERSON TO USE THE
19	SERVICES OF, OR SERVICES IN CONNECTION WITH ACTIVITIES AS, A PUBLIC
20	ADJUSTER.
21	<b>SECTION 2.</b> In Colorado Revised Statutes, 10-2-105, <b>add</b> (2.5)
22	as follows:
23	10-2-105. Insurance producer - exemptions from definition.
24	(2.5) WITH RESPECT TO PUBLIC ADJUSTERS, A LICENSE AS A PUBLIC
25	ADJUSTER IS NOT REQUIRED FOR:
26	(a) AN ATTORNEY-AT-LAW ADMITTED TO PRACTICE IN THIS STATE,
27	WHEN ACTING IN HIS OR HER PROFESSIONAL CAPACITY AS AN ATTORNEY;

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1	(b) A PERSON WHO NEGOTIATES OR SETTLES CLAIMS ARISING
2	UNDER A LIFE OR HEALTH INSURANCE POLICY OR AN ANNUITY CONTRACT;
3	(c) A PERSON EMPLOYED ONLY FOR THE PURPOSE OF OBTAINING
4	FACTS SURROUNDING A LOSS OR FURNISHING TECHNICAL ASSISTANCE OF
5	AN INCIDENTAL NATURE TO A LICENSED PUBLIC ADJUSTER, INCLUDING A
6	PHOTOGRAPHER, ESTIMATOR, PRIVATE INVESTIGATOR, ENGINEER, OR
7	HANDWRITING EXPERT;
8	(d) A LICENSED HEALTH CARE PROVIDER, OR EMPLOYEE OF A
9	LICENSED HEALTH CARE PROVIDER, WHO PREPARES OR FILES A HEALTH
10	CLAIM FORM ON BEHALF OF A PATIENT; OR
11	(e) A PERSON WHO SETTLES SUBROGATION CLAIMS BETWEEN
12	INSURERS.
13	<b>SECTION 3.</b> In Colorado Revised Statutes, 10-2-301, <b>add</b> (3.5)
14	as follows:
15	10-2-301. Continuing education requirement. (3.5) (a) AN
16	INDIVIDUAL WHO HOLDS A PUBLIC ADJUSTER LICENSE AND WHO IS NOT
17	EXEMPT UNDER PARAGRAPH (b) OF THIS SUBSECTION (3.5) SHALL
18	SATISFACTORILY COMPLETE CONTINUING EDUCATION COURSES AS
19	REQUIRED BY THE COMMISSIONER UNDER THIS SECTION.
20	(b) LICENSEES HOLDING NONRESIDENT PUBLIC ADJUSTER LICENSES
21	WHO HAVE MET THE CONTINUING EDUCATION REQUIREMENTS OF THEIR
22	HOME STATE AND WHOSE HOME STATE GIVES CREDIT TO RESIDENTS OF
23	THIS STATE ON THE SAME BASIS MEET THE REQUIREMENTS OF THIS
24	SECTION.
25	SECTION 4. In Colorado Revised Statutes, amend 10-2-417 as
26	follows:
27	10-2-417. Public insurance adjusters - license required -

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financial responsibility - standards of conduct - rules. No person shall act or hold oneself out to be a public insurance adjuster adjusting claims for losses or damages arising out of policies of fire and allied lines insurance employed by and representing solely the interest of the named insured in a policy of fire and allied lines insurance unless licensed therefor. The commissioner may accept application of any person to act as a public insurance adjuster. (1) (a) A PERSON SHALL NOT ACT OR HOLD HIMSELF OR HERSELF OUT AS A PUBLIC ADJUSTER IN THIS STATE UNLESS THE PERSON IS LICENSED AS A PUBLIC ADJUSTER IN ACCORDANCE WITH THIS ARTICLE. NO PERSON WHO, ON OR BEFORE THE EFFECTIVE DATE OF THIS SECTION, AS AMENDED, HOLDS A LICENSE AS A PUBLIC ADJUSTER PREVIOUSLY ISSUED UNDER THE LAWS OF THIS STATE IS REQUIRED TO SECURE AN ADDITIONAL LICENSE UNDER THIS ARTICLE, BUT IS OTHERWISE SUBJECT TO THIS ARTICLE INCLUDING COMPLYING WITH THE FINANCIAL RESPONSIBILITY REQUIREMENTS OF SUBSECTION (2) OF THIS SECTION. THE PREVIOUSLY ISSUED LICENSE IS, FOR ALL PURPOSES, CONSIDERED A LICENSE ISSUED UNDER THIS ARTICLE.

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(b) A PERSON LICENSED AS A PUBLIC ADJUSTER SHALL NOT MISREPRESENT TO AN INSURED THAT HE OR SHE IS AN ADJUSTER REPRESENTING AN INSURER IN ANY CAPACITY, INCLUDING ACTING AS AN EMPLOYEE OF THE INSURER OR ACTING AS AN INDEPENDENT ADJUSTER, UNLESS SO APPOINTED BY AN INSURER IN WRITING TO ACT ON THE INSURER'S BEHALF FOR THAT SPECIFIC CLAIM OR PURPOSE. A LICENSED PUBLIC ADJUSTER IS PROHIBITED FROM CHARGING AN INSURED A FEE IF THE PUBLIC ADJUSTER ACCEPTS AN APPOINTMENT BY THE INSURER.

(c) A BUSINESS ENTITY ACTING AS A PUBLIC ADJUSTER IS REQUIRED TO OBTAIN A PUBLIC ADJUSTER LICENSE. APPLICATION SHALL BE MADE IN

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1	THE FORM REQUIRED BY THE COMMISSIONER. BEFORE APPROVING THE
2	APPLICATION, THE INSURANCE COMMISSIONER SHALL FIND THAT:
3	(I) THE BUSINESS ENTITY HAS PAID THE FEES SET BY THE
4	COMMISSIONER; AND
5	(II) THE BUSINESS ENTITY HAS DESIGNATED A LICENSED PUBLIC
6	ADJUSTER RESPONSIBLE FOR THE BUSINESS ENTITY'S COMPLIANCE WITH
7	THE INSURANCE LAWS AND RULES OF THIS STATE.
8	(2) (a) Before receiving a license as a public adjuster and
9	FOR THE DURATION OF THE LICENSE, THE APPLICANT SHALL SECURE
10	EVIDENCE OF FINANCIAL RESPONSIBILITY IN A FORMAT PRESCRIBED BY THE
11	COMMISSIONER THROUGH A SURETY BOND EXECUTED AND ISSUED BY AN
12	INSURER AUTHORIZED TO ISSUE SURETY BONDS IN THIS STATE, WHICH
13	BOND:
14	(I) Must be in the minimum amount of twenty thousand
15	DOLLARS;
16	(II) MUST BE IN FAVOR OF THIS STATE AND MUST SPECIFICALLY
17	AUTHORIZE RECOVERY BY THE COMMISSIONER ON BEHALF OF ANY PERSON
18	IN THIS STATE WHO SUSTAINED DAMAGES AS THE RESULT OF THE
19	APPLICANT'S ERRONEOUS ACTS, FAILURE TO ACT, CONVICTION OF FRAUD,
20	OR CONVICTION OF UNFAIR PRACTICES IN HIS OR HER CAPACITY AS A
21	PUBLIC ADJUSTER; AND
22	(III) MUST NOT BE TERMINATED UNLESS AT LEAST THIRTY DAYS'
23	PRIOR WRITTEN NOTICE IS FILED WITH THE COMMISSIONER AND GIVEN TO
24	THE LICENSEE.
25	
26	(b) THE ISSUER OF THE EVIDENCE OF FINANCIAL RESPONSIBILITY
27	SHALL NOTICE THE COMMISSIONED LIDON TERMINATION OF THE ROND

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1	UNLESS OTHERWISE DIRECTED BY THE COMMISSIONER.
2	(c) THE COMMISSIONER MAY ASK FOR THE EVIDENCE OF FINANCIAL
3	RESPONSIBILITY AT ANY TIME THE COMMISSIONER DEEMS RELEVANT.
4	(d) THE COMMISSIONER SHALL SUMMARILY SUSPEND THE
5	AUTHORITY TO ACT AS A PUBLIC ADJUSTER IF THE EVIDENCE OF FINANCIAL
6	RESPONSIBILITY TERMINATES OR BECOMES IMPAIRED.
7	(3) A PUBLIC ADJUSTER SHALL NOT PAY A COMMISSION, SERVICE
8	FEE, OR OTHER VALUABLE CONSIDERATION TO A PERSON FOR
9	INVESTIGATING OR SETTLING CLAIMS IN THIS STATE IF THAT PERSON IS
10	REQUIRED TO BE LICENSED UNDER THIS ARTICLE AND IS NOT LICENSED.
11	(4) In the event of a catastrophic disaster, no public
12	ADJUSTER SHALL CHARGE, AGREE TO, OR ACCEPT AS COMPENSATION OR
13	REIMBURSEMENT ANY PAYMENT, COMMISSION, FEE, OR OTHER THING OF
14	VALUE IN EXCESS OF TEN PERCENT OF ANY INSURANCE SETTLEMENT OR
15	PROCEEDS. NO PUBLIC ADJUSTER SHALL REQUIRE, DEMAND, OR ACCEPT
16	ANY FEE, RETAINER, COMPENSATION, DEPOSIT, OR OTHER THING OF VALUE
17	PRIOR TO SETTLEMENT OF A CLAIM.
18	
19	(5) A PUBLIC ADJUSTER WHO RECEIVES, ACCEPTS, OR HOLDS ANY
20	FUNDS ON BEHALF OF AN INSURED TOWARDS THE SETTLEMENT OF A CLAIM
21	FOR LOSS OR DAMAGE SHALL DEPOSIT THE FUNDS IN A
22	NONINTEREST-BEARING ESCROW OR TRUST ACCOUNT IN A FINANCIAL
23	INSTITUTION THAT IS INSURED BY AN AGENCY OF THE FEDERAL
24	GOVERNMENT IN THE PUBLIC ADJUSTER'S HOME STATE OR WHERE THE LOSS
25	OCCURRED.
26	(6) (a) A PUBLIC ADJUSTER IS OBLIGATED, UNDER HIS OR HER
27	LICENSE, TO SERVE WITH OBJECTIVITY AND COMPLETE LOYALTY THE

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2	SUCH INFORMATION, COUNSEL, AND SERVICE, WITHIN THE KNOWLEDGE,
3	UNDERSTANDING, AND OPINION IN GOOD FAITH OF THE LICENSEE, AS WILL
4	BEST SERVE THE INSURED'S INSURANCE CLAIM NEEDS AND INTERESTS.
5	(b) A PUBLIC ADJUSTER SHALL NOT SOLICIT, OR ATTEMPT TO
6	SOLICIT, AN INSURED DURING THE PROGRESS OF A LOSS-PRODUCING
7	OCCURRENCE, AS DEFINED IN THE INSURED'S INSURANCE CONTRACT.
8	(c) A PUBLIC ADJUSTER SHALL NOT PERMIT AN UNLICENSED
9	EMPLOYEE OR REPRESENTATIVE OF THE PUBLIC ADJUSTER TO CONDUCT
10	BUSINESS FOR WHICH A LICENSE IS REQUIRED UNDER THIS ARTICLE.
11	(d) A PUBLIC ADJUSTER SHALL NOT HAVE A DIRECT OR INDIRECT
12	FINANCIAL INTEREST IN ANY ASPECT OF THE CLAIM, OTHER THAN THE
13	SALARY, FEE, COMMISSION, OR OTHER CONSIDERATION ESTABLISHED IN
14	THE WRITTEN CONTRACT WITH THE INSURED.
15	(e) A PUBLIC ADJUSTER SHALL NOT ACQUIRE ANY INTEREST IN
16	SALVAGE OF PROPERTY SUBJECT TO THE CONTRACT WITH THE INSURED
17	UNLESS THE PUBLIC ADJUSTER OBTAINS WRITTEN PERMISSION FROM THE
18	INSURED AFTER SETTLEMENT OF THE CLAIM WITH THE INSURER.
19	(f) A PUBLIC ADJUSTER SHALL NOT REFER OR DIRECT THE INSURED
20	TO GET NEEDED REPAIRS OR SERVICES IN CONNECTION WITH A LOSS FROM
21	ANY PERSON:
22	(I) WITH WHOM THE PUBLIC ADJUSTER HAS A FINANCIAL INTEREST;
23	OR
24	(II) FROM WHOM THE PUBLIC ADJUSTER MAY RECEIVE DIRECT OR
25	INDIRECT COMPENSATION FOR THE REFERRAL.
26	(g) A PUBLIC ADJUSTER SHALL NOT PARTICIPATE DIRECTLY OR
27	INDIRECTLY IN THE RECONSTRUCTION, REPAIR, OR RESTORATION OF

INTEREST OF HIS OR HER CLIENT ALONE AND TO RENDER TO THE INSURED

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1	DAMAGED PROPERTY THAT IS THE SUBJECT OF A CLAIM ADJUSTED BY THE
2	PUBLIC ADJUSTER.
3	(h) A PUBLIC ADJUSTER SHALL NOT ENGAGE IN ANY OTHER
4	ACTIVITIES THAT MAY REASONABLY BE CONSTRUED AS PRESENTING A
5	CONFLICT OF INTEREST, INCLUDING SOLICITING OR ACCEPTING ANY
6	REMUNERATION FROM, OR HAVING A FINANCIAL INTEREST IN, ANY
7	SALVAGE FIRM, REPAIR FIRM, OR OTHER FIRM THAT OBTAINS BUSINESS IN
8	CONNECTION WITH ANY CLAIM THE PUBLIC ADJUSTER HAS A CONTRACT OR
9	AGREEMENT TO ADJUST.
10	(i) Public adjusters shall adhere to the following
11	GENERAL ETHICAL REQUIREMENTS:
12	(I) A PUBLIC ADJUSTER SHALL NOT UNDERTAKE THE ADJUSTMENT
13	OF A CLAIM IF THE PUBLIC ADJUSTER IS NOT COMPETENT AND
14	KNOWLEDGEABLE AS TO THE TERMS AND CONDITIONS OF THE INSURANCE
15	COVERAGE OR IF THE ADJUSTMENT OF THE CLAIM OTHERWISE EXCEEDS
16	THE PUBLIC ADJUSTER'S EXPERTISE;
17	(II) A PUBLIC ADJUSTER SHALL NOT KNOWINGLY MAKE ANY ORAL
18	OR WRITTEN MATERIAL MISREPRESENTATIONS OR STATEMENTS WHICH ARE
19	FALSE OR CRITICAL AND INTENDED TO INJURE ANY PERSON ENGAGED IN
20	THE BUSINESS OF INSURANCE TO ANY INSURED CLIENT OR POTENTIAL
21	INSURED CLIENT;
22	(III) A PUBLIC ADJUSTER, WHILE LICENSED IN THIS STATE, SHALL
23	NOT REPRESENT OR ACT AS A COMPANY ADJUSTER OR INDEPENDENT
24	ADJUSTER ON THE SAME CLAIM;
25	(IV) (A) THE INSURED MAY RESCIND ANY CONTRACT OR OTHER
26	FORM OF AGREEMENT FOR REPRESENTATION IN A PROPERTY OR CASUALTY
27	LOSS OR CLAIM IF THE INSURED EXERCISES THIS RIGHT OF RESCISSION IN

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1	WRITING ADDRESSED TO THE INSURER AND THE PUBLIC ADJUSTER AND
2	PUTS THE WRITTEN RESCISSION, POSTAGE PREPAID, IN THE UNITED STATES
3	MAIL WITHIN SEVENTY-TWO HOURS AFTER SIGNING A SETTLEMENT
4	REPRESENTATION AGREEMENT. ALL PUBLIC ADJUSTERS TAKING A
5	REPRESENTATIVE AGREEMENT TO RESOLVE A PROPERTY OR CASUALTY
6	LOSS OR CLAIM ON BEHALF OF AN INSURED SHALL GIVE TO THE INSURED
7	WRITTEN NOTICE OF, AND DIRECTION AS TO, THE ABILITY TO EXERCISE THE
8	INSURED'S RIGHT OF RESCISSION.
9	(B) A PUBLIC ADJUSTER SHALL NOT ENTER INTO A CONTRACT THAT
10	PREVENTS AN INSURED FROM PURSUING ANY CIVIL REMEDY AFTER THE
11	REQUIRED RESCISSION PERIOD UNDER SUB-SUBPARAGRAPH (A) OF THIS
12	SUBPARAGRAPH (IV);
13	(V) A PUBLIC ADJUSTER SHALL NOT ENTER INTO A CONTRACT OR
14	ACCEPT A POWER OF ATTORNEY THAT VESTS IN THE PUBLIC ADJUSTER THE
15	EFFECTIVE AUTHORITY TO CHOOSE THE PERSONS WHO PERFORM REPAIR
16	WORK; AND
17	(VI) A PUBLIC ADJUSTER SHALL ENSURE THAT ALL CONTRACTS FOR
18	THE PUBLIC ADJUSTER'S SERVICES ARE IN WRITING AND SET FORTH ALL
19	TERMS AND CONDITIONS OF THE ENGAGEMENT.
20	(j) A PUBLIC ADJUSTER SHALL NOT AGREE TO ANY LOSS
21	SETTLEMENT WITHOUT THE INSURED'S KNOWLEDGE AND CONSENT.
22	(7) The commissioner may promulgate such rules as are necessary
23	to carry out the provisions of this section, including: establishing
24	nonrefundable fees and testing requirements for all applicants for
25	<del>licensure.</del>
26	(a) REQUIREMENTS AND STANDARDS FOR WRITTEN CONTRACTS
27	BETWEEN PUBLIC ADJUSTERS AND INSUREDS; AND

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1	(b) THE REQUIRED RETENTION OF RECORDS BY PUBLIC ADJUSTERS.
2	SECTION 5. Act subject to petition - effective date -
3	applicability. (1) This act takes effect January 1, 2014; except that, if a
4	referendum petition is filed pursuant to section 1 (3) of article V of the
5	state constitution against this act or an item, section, or part of this act
6	within the ninety-day period after final adjournment of the general
7	assembly, then the act, item, section, or part will not take effect unless
8	approved by the people at the general election to be held in November
9	2014 and, in such case, will take effect on the date of the official
10	declaration of the vote thereon by the governor.
11	(2) This act applies to the regulation of public insurance adjusters
12	on or after the applicable effective date of this act.

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