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An act relating to hurricane preparedness and insurance; providing a short title; amending s. 624.404, F.S.; prohibiting certain insurers from transacting residential property insurance business under certain circumstances; prohibiting private passenger automobile insurance insurers from writing such insurance under certain circumstances; amending s. 624.407, F.S.; revising capitalization requirements for insurers writing property insurance; specifying certain minimum surplus amounts; amending s. 624.408, F.S.; revising surplus requirements for insurers writing property insurance; creating s. 626.9542, F.S.; authorizing insurers to provide certain premium discounts under certain circumstances; providing criteria; amending s. 627.0613, F.S.; providing additional duties of the consumer advocate; amending s. 627.062, F.S.; requiring the filing of a statement of certification for certain rate filings; providing statement requirements; providing a penalty; requiring the Office of Insurance Regulation to adopt rules; providing an additional rate filing review factor; specifying arbitrator decision requirements for "use and file" filings; amending s. 627.0629, F.S.; providing legislative intent relating to savings to customers for windstorm mitigation efforts; amending s. 627.4035, F.S.; requiring insurers to provide certain premium payment plan options to policyholders; amending s. 627.4133, F.S.; increasing a period of notice for nonrenewals, cancellations, and

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terminations; requiring residential property insurers to return excess profits to policyholders; providing duties of the office; transferring, renumbering, and amending s. 627.4261, F.S.; requiring insurers to pay or deny certain claims within a time certain; providing an exception; providing penalties; creating s. 627.70141, F.S.; providing for additional offers of coverage and exclusions for personal lines residential policies; requiring notice of this option to be maintained; providing application; providing for rules; creating s. 627.7018, F.S.; providing a prohibition and requirements for insurers in denying coverage; amending s. 627.711, F.S.; requiring certain notices to specify combinations of discounts, credits, rate differentials, and reductions in deductibles; creating s. 627.713, F.S.; authorizing the office to require property insurers to report data regarding hurricane claims and underwriting costs; amending s. 627.7277, F.S.; requiring certain information to be included in notices of renewal premium; providing for rules; amending s. 628.371, F.S.; providing additional notice requirements for certain domestic stock insurers; providing additional surplus requirements; amending ss. 627.311, 627.351, 631.56, 631.716, 631.816, 631.912, and 766.105, F.S.; revising the memberships and appointing officers of certain boards of governors; providing experience requirements; providing for terms and filling vacancies; amending s. 440.103, F.S.; correcting a crossreference; directing the Department of Financial Services

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to review certain insurance agent commissions for certain purposes; providing duties of the office; requiring a report; providing effective dates.

Be It Enacted by the Legislature of the State of Florida:

- Section 1. This act may be cited as the "Insurance Industry Accountability and Consumer Protection Act."
- Section 2. Subsection (8) is added to section 624.404, Florida Statutes, to read:
- 624.404 General eligibility of insurers for certificate of authority.--To qualify for and hold authority to transact insurance in this state, an insurer must be otherwise in compliance with this code and with its charter powers and must be an incorporated stock insurer, an incorporated mutual insurer, or a reciprocal insurer, of the same general type as may be formed as a domestic insurer under this code; except that:
- (8) Effective January 1, 2008, no new certificate of authority shall be issued to an insurer domiciled in this state for the transaction of residential property insurance business in this state if the insurer is a wholly owned subsidiary of an insurer authorized in any other state.
- Section 3. Effective January 1, 2008, no insurer writing private passenger automobile insurance in this state may continue to write such insurance if the insurer writes homeowners' insurance in another state but not in this state unless the insurer writing private passenger automobile

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insurance in this state is affiliated with an insurer writing homeowners' insurance in this state.

Section 4. Subsection (1) of section 624.407, Florida Statutes, is amended to read:

624.407 Capital funds required; new insurers.--

- (1) To receive authority to transact any one kind or combinations of kinds of insurance, as defined in part V of this chapter, an insurer applying for its original certificate of authority in this state after the effective date of this section shall possess surplus as to policyholders not less than the greater of:
- (a) Five million dollars for <u>insurers writing casualty</u> insurance, \$12 million for insurers writing property insurance a property and casualty insurer, or \$2.5 million for any other insurer;
- (b) For life insurers, 4 percent of the insurer's total liabilities;
- (c) For life and health insurers, 4 percent of the insurer's total liabilities, plus 6 percent of the insurer's liabilities relative to health insurance; or
- (d) For all insurers other than life insurers and life and health insurers, 10 percent of the insurer's total liabilities;

however, a domestic insurer that transacts residential property insurance and is a wholly owned subsidiary of an insurer authorized to do business in any other state shall possess surplus as to policyholders of at least \$50 million, but no insurer shall be required under this subsection to have surplus

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as to policyholders greater than \$100 million.

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Section 5. Subsection (1) of section 624.408, Florida Statutes, is amended to read:

- 624.408 Surplus as to policyholders required; new and existing insurers.--
- (1)(a) To maintain a certificate of authority to transact any one kind or combinations of kinds of insurance, as defined in part V of this chapter, an insurer in this state shall at all times maintain surplus as to policyholders not less than the greater of:
- Except as provided in <u>subparagraphs</u> subparagraph 5. <u>and</u>
 and paragraph (b), \$1.5 million;
- 2. For life insurers, 4 percent of the insurer's total liabilities;
- 3. For life and health insurers, 4 percent of the insurer's total liabilities plus 6 percent of the insurer's liabilities relative to health insurance; or
- 4. For all insurers other than mortgage guaranty insurers, life insurers, and life and health insurers, 10 percent of the insurer's total liabilities;
- 5. For property and casualty insurers <u>writing casualty</u> insurance, \$4 million; or
 - 6. For insurers writing property insurance, \$12 million.
- (b) For any property and casualty insurer holding a certificate of authority on December 30, 2006 1, 1993, the following amounts apply instead of the \$12 \$4 million required by subparagraph (a)6. (a)5.:
 - 1. On December 31, 2006 2001, and until December 30, 2007

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141 2002, \$4 \$3 million.

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- 142 2. On December 31, 2007 2002, and until December 30, 2008 143 2003, \$6 \$3.25 million.
- 144 3. On December 31, 2008 2003, and until December 30, 2009 145 2004, \$8 3.6 million.
- 4. On December 31, 2009 2004, and until December 30, 2010 thereafter, \$10 \$4 million.
- 5. On December 31, 2010, and thereafter, \$12 million.

 Section 6. Section 626.9542, Florida Statutes, is created to read:

626.9542 Policyholder loss or expense-related premium discounts.--An insurer or person authorized to engage in the business of insurance in this state may include, in the premium charged an insured for any policy, contract, or certificate of insurance, a discount based on the fact that another policy, contract, or certificate of any type has been purchased by the insured; however, such discount must bear a reasonable relation to a reduction in expected losses or expenses and must be supported by credible documentation, which may include reasonable judgment factors as to expense or experience savings or other administrative cost savings.

Section 7. Section 627.0613, Florida Statutes, is amended to read:

627.0613 Consumer advocate.--The Chief Financial Officer must appoint a consumer advocate who must represent the general public of the state before the department and the office. The consumer advocate must report directly to the Chief Financial Officer, but is not otherwise under the authority of the

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department or of any employee of the department. The consumer advocate has such powers as are necessary to carry out the duties of the office of consumer advocate, including, but not limited to, the powers to:

- (1) Recommend to the department or office, by petition, the commencement of any proceeding or action; appear in any proceeding or action before the department or office; or appear in any proceeding before the Division of Administrative Hearings or arbitration panel specified in s. 627.062(6) relating to subject matter under the jurisdiction of the department or office.
- (2) Have access to and use of all files, records, and data of the department or office.
- (3) Examine rate and form filings submitted to the office, hire consultants as necessary to aid in the review process, and recommend to the department or office any position deemed by the consumer advocate to be in the public interest.
- (4) Prepare an annual report card for each authorized property insurer, on a form and using a letter-grade scale developed by the commission by rule, which grades each insurer based on the following factors:
- 1. The number and nature of consumer complaints received by the department against the insurer.
- 2. The disposition of all complaints received by the department.
- $\underline{\mbox{3. The average length of time for payment of claims by the}}$ insurer.
 - 4. Any other factors the commission identifies as

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assisting policyholders in making informed choices about homeowner's insurance.

- (5)(4) Prepare an annual budget for presentation to the Legislature by the department, which budget must be adequate to carry out the duties of the office of consumer advocate.
- Section 8. Paragraphs (a) and (b) of subsection (2) of section 627.062, Florida Statutes, are amended, and paragraph (d) is added to subsection (6) of that section, to read:
 - 627.062 Rate standards.--

- (2) As to all such classes of insurance:
- (a) Insurers or rating organizations shall establish and use rates, rating schedules, or rating manuals to allow the insurer a reasonable rate of return on such classes of insurance written in this state. A copy of rates, rating schedules, rating manuals, premium credits or discount schedules, and surcharge schedules, and changes thereto, shall be filed with the office under one of the following procedures:
- 1. If the filing is made at least 90 days before the proposed effective date and the filing is not implemented during the office's review of the filing and any proceeding and judicial review, then such filing shall be considered a "file and use" filing. In such case, the office shall finalize its review by issuance of a notice of intent to approve or a notice of intent to disapprove within 90 days after receipt of the filing. The notice of intent to approve and the notice of intent to disapprove constitute agency action for purposes of the Administrative Procedure Act. Requests for supporting information, requests for mathematical or mechanical

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corrections, or notification to the insurer by the office of its preliminary findings shall not toll the 90-day period during any such proceedings and subsequent judicial review. The rate shall be deemed approved if the office does not issue a notice of intent to approve or a notice of intent to disapprove within 90 days after receipt of the filing.

- 2. If the filing is not made in accordance with the provisions of subparagraph 1., such filing shall be made as soon as practicable, but no later than 30 days after the effective date, and shall be considered a "use and file" filing. An insurer making a "use and file" filing is potentially subject to an order by the office to return to policyholders portions of rates found to be excessive, as provided in paragraph (h).
- 3. The insurer's senior officer responsible for insurance business operations in this state shall sign a sworn statement of certification given under oath subject to the penalty of perjury to accompany the rate filing. The statement shall certify the appropriateness of the information provided in and with the rate filing and that the information fairly presents, in all material respects, the basis of the rate filing submitted by the property and casualty insurer. The insurer shall certify all of the information and factors described in paragraph (b), including, but not limited to, investment income. The commission shall prescribe by rule the form and contents of the statement of certification. Failure to provide such statement of certification shall result in the rate filing being disapproved without prejudice to be refiled but shall not create any private right of action against the insurer.

(b) Upon receiving a rate filing, the office shall review the rate filing to determine if a rate is excessive, inadequate, or unfairly discriminatory. In making that determination, the office shall, in accordance with generally accepted and reasonable actuarial techniques, consider the following factors:

- 1. Past and prospective loss experience within and without this state.
 - 2. Past and prospective expenses.

- 3. The degree of competition among insurers for the risk insured.
- 4. Investment income reasonably expected by the insurer, consistent with the insurer's investment practices, from investable premiums anticipated in the filing, plus any other expected income from currently invested assets representing the amount expected on unearned premium reserves and loss reserves. The commission may adopt rules utilizing reasonable techniques of actuarial science and economics to specify the manner in which insurers shall calculate investment income attributable to such classes of insurance written in this state and the manner in which such investment income shall be used in the calculation of insurance rates. Such manner shall contemplate allowances for an underwriting profit factor and full consideration of investment income which produce a reasonable rate of return; however, investment income from invested surplus shall not be considered.
- 5. The reasonableness of the judgment reflected in the filing.
 - 6. Dividends, savings, or unabsorbed premium deposits

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allowed or returned to Florida policyholders, members, or subscribers.

- 7. The adequacy of loss reserves.
- 8. The cost of reinsurance.

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- 9. Trend factors, including trends in actual losses per insured unit for the insurer making the filing.
 - 10. Conflagration and catastrophe hazards, if applicable.
- 11. A reasonable margin for underwriting profit and contingencies. For that portion of the rate covering the risk of hurricanes and other catastrophic losses for which the insurer has not purchased reinsurance and has exposed its capital and surplus to such risk, the office must approve a rating factor that provides the insurer a reasonable rate of return that is commensurate with such risk.
 - 12. The cost of medical services, if applicable.
- 13. For an insurer that is a wholly owned subsidiary of an insurer authorized to do business in any other state, the profits of the insurer authorized to do business in any other state for the most recent reporting year. However, this subparagraph may not be the sole basis for a rate filing denial.
- 14.13. Other relevant factors which impact upon the frequency or severity of claims or upon expenses.

The provisions of this subsection shall not apply to workers' compensation and employer's liability insurance and to motor vehicle insurance.

- (6)
- 308 (d) For any "use and file" filing made in accordance with

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subparagraph (2)(a)2., the decision of the arbitrator shall require a credit or refund of premiums charged each policyholder constituting the portion of the rate above the rate that was actuarially justified.

Section 9. Subsection (1) of section 627.0629, Florida Statutes, is amended to read:

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627.0629 Residential property insurance; rate filings. --

It is the intent of the Legislature that insurers must provide savings to consumers who install or implement windstorm damage mitigation techniques, alterations, or solutions to their properties to prevent windstorm losses. Effective June 1, 2002, A rate filing for residential property insurance must include actuarially reasonable discounts, credits, or other rate differentials, or appropriate reductions in deductibles, for properties on which fixtures or construction techniques demonstrated to reduce the amount of loss in a windstorm have been installed or implemented. The fixtures or construction techniques shall include, but not be limited to, fixtures or construction techniques which enhance roof strength, roof covering performance, roof-to-wall strength, wall-to-floor-tofoundation strength, opening protection, and window, door, and skylight strength. Credits, discounts, or other rate differentials for fixtures and construction techniques which meet the minimum requirements of the Florida Building Code must be included in the rate filing. All insurance companies must make a rate filing which includes the credits, discounts, or other rate differentials by February 28, 2003. By July 1, 2007, the office shall reevaluate the discounts, credits, other rate

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differentials, and appropriate reductions in deductibles for fixtures and construction techniques that meet the minimum requirements of the Florida Building Code, based upon actual experience or any other loss relativity studies available to the office. The office shall determine the discounts, credits, other rate differentials, and appropriate reductions in deductibles that reflect the full actuarial value of such revaluation, which may be used by insurers in rate filings.

Section 10. Subsection (1) of section 627.4035, Florida Statutes, is amended to read:

627.4035 Cash payment of premiums; claims.--

- (1) The premiums for insurance contracts issued in this state or covering risk located in this state shall be paid in cash consisting of coins, currency, checks, or money orders or by using a debit card, credit card, automatic electronic funds transfer, or payroll deduction plan. By July 1, 2007, insurers issuing personal lines residential and commercial property policies shall provide a premium payment plan option to their policyholders which allows for monthly, quarterly, and semiannual payment of premiums.
- Section 11. Paragraph (b) of subsection (2) of section 627.4133, Florida Statutes, is amended to read:
- 627.4133 Notice of cancellation, nonrenewal, or renewal premium.--
- (2) With respect to any personal lines or commercial residential property insurance policy, including, but not limited to, any homeowner's, mobile home owner's, farmowner's, condominium association, condominium unit owner's, apartment

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building, or other policy covering a residential structure or its contents:

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- (b) The insurer shall give the named insured written notice of nonrenewal, cancellation, or termination at least 100 90 days prior to the effective date of the nonrenewal, cancellation, or termination. However, the insurer shall give at least 100 days' written notice, or written notice by June 1, whichever is earlier, for any nonrenewal, cancellation, or termination that would be effective between June 1 and November 30. The notice must include the reason or reasons for the nonrenewal, cancellation, or termination, except that:
- When cancellation is for nonpayment of premium, at least 10 days' written notice of cancellation accompanied by the reason therefor shall be given. As used in this subparagraph, the term "nonpayment of premium" means failure of the named insured to discharge when due any of her or his obligations in connection with the payment of premiums on a policy or any installment of such premium, whether the premium is payable directly to the insurer or its agent or indirectly under any premium finance plan or extension of credit, or failure to maintain membership in an organization if such membership is a condition precedent to insurance coverage. "Nonpayment of premium" also means the failure of a financial institution to honor an insurance applicant's check after delivery to a licensed agent for payment of a premium, even if the agent has previously delivered or transferred the premium to the insurer. If a dishonored check represents the initial premium payment, the contract and all contractual obligations shall be void ab

initio unless the nonpayment is cured within the earlier of 5 days after actual notice by certified mail is received by the applicant or 15 days after notice is sent to the applicant by certified mail or registered mail, and if the contract is void, any premium received by the insurer from a third party shall be refunded to that party in full.

2. When such cancellation or termination occurs during the first 90 days during which the insurance is in force and the insurance is canceled or terminated for reasons other than nonpayment of premium, at least 20 days' written notice of cancellation or termination accompanied by the reason therefor shall be given except where there has been a material misstatement or misrepresentation or failure to comply with the underwriting requirements established by the insurer.

After the policy has been in effect for 90 days, the policy shall not be canceled by the insurer except when there has been a material misstatement, a nonpayment of premium, a failure to comply with underwriting requirements established by the insurer within 90 days of the date of effectuation of coverage, or a substantial change in the risk covered by the policy or when the cancellation is for all insureds under such policies for a given class of insureds. This paragraph does not apply to individually rated risks having a policy term of less than 90 days.

Section 12. A residential property insurer shall return all excess profits to policyholders. In determining whether profits are excessive, the Office of Insurance Regulation shall consider the profits of national affiliates of Florida-based

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<u>subsidiaries.</u>

Section 13. Section 627.4261, Florida Statutes, is transferred and renumbered as section 627.70131, Florida Statutes, and subsection (5) is added to that section, to read:

627.70131 627.4261 Insurer's duty to acknowledge communications regarding claims; investigation.--

(5) Within 90 days after an insurer receives notice of a property insurance claim from a policyholder, the insurer shall pay or deny such claim unless the failure to pay such claim is caused by factors beyond the control of the insurer which reasonably prevent such payment. Failure to comply with this subsection constitutes a violation of this code.

Section 14. Section 627.70141, Florida Statutes, is created to read:

627.70141 Personal lines residential policies; additional offers of coverage and exclusion.--

(1) Every insurer offering a personal lines residential property insurance policy covering windstorm in this state shall, in addition to a standard comprehensive policy, offer policy dwelling limits for windstorm which only cover the outstanding balance of the mortgage. If an applicant or insured elects policy dwelling limits for windstorm which only cover the outstanding balance of the mortgage, the insurer shall obtain a written election of such limited coverage on a form approved by the office. The form must fully advise the applicant or policyholder that the coverage the applicant or policyholder is obtaining is for policy dwelling limits for windstorm which only cover the outstanding balance of the mortgage. If this form is

signed by the insured, it will be conclusively presumed that there was an informed, knowing selection of dwelling limits for windstorm which only cover the outstanding balance of the mortgage on behalf of all insureds. The failure of the insurer to obtain a signed selection of coverage renders the selection void.

- (2) Every insurer offering a personal lines residential property insurance policy covering windstorm in this state shall, in addition to a standard comprehensive policy, offer a policy that excludes personal contents coverage. If an applicant or insured elects to exclude personal contents coverage, the insurer shall obtain a written rejection of such coverage on a form approved by the office. The form must fully advise the applicant or policyholder that the coverage the applicant or policyholder is obtaining does not contain personal contents coverage. If this form is signed by the insured, it will be conclusively presumed that there was an informed, knowing rejection of personal contents coverage on behalf of all insureds. The failure of the insurer to obtain a signed rejection of personal contents coverage renders the selection void.
- (3) On a form approved by the office, the insurer shall provide notices of the offers specified in subsections (1) and (2) to the applicant prior to policy issuance and to the policyholder in conjunction with each policy renewal. The failure to provide such notice constitutes a violation of this code but does not affect the coverage provided under the policy.
 - (4) A signed, written rejection or selection of coverage

shall remain in effect for subsequent renewals unless the policyholder notifies the insurer in writing of another selection.

- (5) The Financial Services Commission may adopt rules
 pursuant to ss. 120.536(1) and 120.54 to implement this section.

 Section 15. Section 627.7018, Florida Statutes, is created to read:
- 627.7018 Standards for determining risk of coverage.--In determining the risk of providing property insurance coverage, an insurer may not deny coverage solely on the basis of the age of the property and shall consider the wind resistance of the structure and measures undertaken by the owner to protect the property against hurricane loss.
- Section 16. Section 627.711, Florida Statutes, is amended to read:
- 627.711 Notice of premium discounts for hurricane loss mitigation.— Using a form prescribed by the Office of Insurance Regulation, the insurer shall clearly notify the applicant or policyholder of any personal lines residential property insurance policy, at the time of the issuance of the policy and at each renewal, of the availability and the range of each premium discount, credit, other rate differential, or reduction in deductibles for properties on which fixtures or construction techniques, and all combinations of discounts, credits, rate differentials, or reductions in deductibles, demonstrated to reduce the amount of loss in a windstorm can be or have been installed or implemented. The prescribed form shall describe generally what actions the policyholders may be able to take to

reduce their windstorm premium. The prescribed form and a list of such ranges approved by the office for each insurer licensed in the state and providing such discounts, credits, other rate differentials, or reductions in deductibles for properties described in this subsection shall be available for electronic viewing and download from the Department of Financial Services' or the Office of Insurance Regulation's Internet website. The Financial Services Commission may adopt rules to implement this subsection.

Section 17. Section 627.713, Florida Statutes, is created to read:

- 627.713 Report of hurricane loss data.--The office may require property insurers to report data regarding hurricane claims and underwriting costs, including, but not limited to:
 - (1) Number of claims.

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- (2) Amount of claim payments made.
- (3) Number and amount of total-loss claims.
- (4) Amount and percentage of losses covered by reinsurance or other loss-transfer agreements.
 - (5) Amount of losses covered under specified deductibles.
 - (6) Claims and payments for specified insured values.
 - (7) Claims and payments for specified dollar values.
- (8) Claims and payments for specified types of construction or mitigation features.
- (9) Claims and payments for policies under specified underwriting criteria.
- (10) Claims and payments for contents, additional living expense, and other specified coverages.

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(11) Claims and payments by county for the information specified in this section.

- (12) Any other data that the office requires.
- Section 18. Section 627.7277, Florida Statutes, is amended to read:
 - 627.7277 Notice of renewal premium.--

- (1) As used in this section, the terms "policy" and "renewal" have the meaning ascribed in s. 627.728.
- (2) An insurer shall mail or deliver to its policyholder at least 30 days' advance written notice of the renewal premium for the policy.
- (3) If the insurer fails to provide the 30 days' notice of a renewal premium that results in a premium increase, the coverage under the policy remains in effect at the existing rates until 30 days after the notice is given or until the effective date of replacement coverage obtained by the insured, whichever occurs first.
 - (4) Every notice of renewal premium must specify:
- (a) The dollar amounts recouped for assessments by the Florida Hurricane Catastrophe Fund, the Citizens Property
 Insurance Corporation, and the Florida Insurance Guaranty
 Association. The actual names of the entities must appear next to the dollar amounts.
- (b) The dollar amount of any premium increase that is due to a rate increase and the dollar amounts that are due to coverage changes.
- (c) For an insurer that is a wholly owned subsidiary of an insurer authorized to do business in any other state, the dollar

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amount of profit or loss for all lines of property insurance for the wholly owned subsidiary and the parent for the most recent reporting year.

- (5) The Financial Services Commission may adopt rules pursuant to ss. 120.536(1) and 120.54 to implement this section.
- Section 19. Subsection (5) is added to section 628.371, Florida Statutes, to read:
 - 628.371 Dividends to stockholders.--

- (5) In addition to the requirements of subsections (2) and (3), a domestic stock insurer that transacts residential property insurance in this state shall file notice with the office 10 business days prior to the payment of any dividend or distribution of cash or other property to stockholders and shall have surplus to policyholders equal to or exceeding 133 percent of the minimum required statutory surplus as to policyholders after the dividend or distribution is made.
- Section 20. Paragraph (e) of subsection (3) and paragraph (b) of subsection (5) of section 627.311, Florida Statutes, are amended to read:
- 627.311 Joint underwriters and joint reinsurers; public records and public meetings exemptions.--
- (3) The office may, after consultation with insurers licensed to write automobile insurance in this state, approve a joint underwriting plan for purposes of equitable apportionment or sharing among insurers of automobile liability insurance and other motor vehicle insurance, as an alternate to the plan required in s. 627.351(1). All insurers authorized to write automobile insurance in this state shall subscribe to the plan

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and participate therein. The plan shall be subject to continuous review by the office which may at any time disapprove the entire plan or any part thereof if it determines that conditions have changed since prior approval and that in view of the purposes of the plan changes are warranted. Any disapproval by the office shall be subject to the provisions of chapter 120. The Florida Automobile Joint Underwriting Association is created under the plan. The plan and the association:

Must provide that the joint underwriting association will operate subject to the supervision and approval of a board of governors consisting of 16 11 individuals. The Governor, the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint four members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer, including 1 who will be elected as chair. Five members of the board must be appointed by the Chief Financial Officer. Two of the Chief Financial Officer's appointees must be chosen from the insurance industry. Any board

member appointed by the Chief Financial Officer may be removed and replaced by her or him at any time without cause. Six members of the board must be appointed by the participating insurers, two of whom must be from the insurance agents' associations. All board members, including the chair, must be appointed to serve for 2 year terms beginning annually on a date designated by the plan.

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(b) The operation of the plan is subject to the supervision and approval of a 9-member board of governors consisting of nine individuals. The Governor shall appoint three members and the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint two members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3-year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer. The board of governors shall be comprised of:

1. Three members appointed by the Financial Services

Commission. Each member appointed by the commission shall serve

at the pleasure of the commission;

- 2. Two of the 20 domestic insurers, as defined in s.
 624.06(1), having the largest voluntary direct premiums written
 in this state for workers' compensation and employer's liability
 insurance, which shall be elected by those 20 domestic insurers;
- 3. Two of the 20 foreign insurers as defined in s.
 624.06(2) having the largest voluntary direct premiums written
 in this state for workers' compensation and employer's liability
 insurance, which shall be elected by those 20 foreign insurers;
- 4. One person appointed by the largest property and casualty insurance agents' association in this state; and
- 5. The consumer advocate appointed under s. 627.0613 or the consumer advocate's designee.

Each board member shall serve a 4 year term and may serve consecutive terms. A vacancy on the board shall be filled in the same manner as the original appointment for the unexpired portion of the term. The Financial Services Commission shall designate a member of the board to serve as chair. No board member shall be an insurer which provides services to the plan or which has an affiliate which provides services to the plan or which is serviced by a service company or third-party administrator which provides services to the plan or which has an affiliate which provides services to the plan. The minutes, audits, and procedures of the board of governors are subject to chapter 119.

Section 21. Paragraph (b) of subsection (5) of section 627.311, Florida Statutes, as amended by section 1 of chapter 2003-108, section 1096 of chapter 2003-261, and section 35 of chapter 2003-412, Laws of Florida, is amended to read:

627.311 Joint underwriters and joint reinsurers; public records and public meetings exemptions.--

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- The operation of the plan is subject to the (b) supervision and approval of a 13 member board of governors consisting of nine individuals. The Governor shall appoint three members and the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint two members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3-year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer. The board of governors shall be comprised of:
- 1. Five of the 20 domestic insurers, as defined in s.
 624.06(1), having the largest voluntary direct premiums written

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in this state for workers' compensation and employer's liability insurance, which shall be elected by those 20 domestic insurers;

- 2. Five of the 20 foreign insurers as defined in s.
 624.06(2) having the largest voluntary direct premiums written
 in this state for workers' compensation and employer's liability
 insurance, which shall be elected by those 20 foreign insurers;
- 3. One person, who shall serve as the chair, appointed by the Chief Financial Officer:
- 4. One person appointed by the largest property and casualty insurance agents' association in this state; and
- 5. The consumer advocate appointed under s. 627.0613 or the consumer advocate's designee.

Each board member shall serve a 4 year term and may serve consecutive terms. No board member shall be an insurer which provides service to the plan or which has an affiliate which provides services to the plan or which is serviced by a service

company or third-party administrator which provides services to the plan or which has an affiliate which provides services to

the plan. The minutes, audits, and procedures of the board of

governors are subject to chapter 119.

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Section 22. Paragraph (c) of subsection (4) and paragraph (a) of subsection (5) of section 627.351, Florida Statutes, are amended to read:

627.351 Insurance risk apportionment plans.--

- (4) MEDICAL MALPRACTICE RISK APPORTIONMENT. --
- (c) The Joint Underwriting Association shall operate subject to the supervision and approval of a board of governors

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726 consisting of nine individuals. The Governor shall appoint three members and the Chief Financial Officer, the President of the 727 728 Senate, and the Speaker of the House of Representatives shall each appoint two members of the board. Members appointed by the 729 730 President of the Senate and the Speaker of the House of 731 Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least 732 733 one of the members appointed by each appointing officer must 734 have demonstrated expertise in insurance. The Chief Financial 735 Officer shall designate one of the appointees as chair. All 736 board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to 737 738 serve for 3-year terms beginning annually on a date designated 739 by the plan. Any board vacancy shall be filled for the unexpired 740 term by the appointing officer representatives of five of the 741 insurers participating in the Joint Underwriting Association, an 742 attorney to be named by The Florida Bar, a physician to be named 743 by the Florida Medical Association, a dentist to be named by the 744 Florida Dental Association, and a hospital representative to be 745 named by the Florida Hospital Association. The Chief Financial 746 Officer shall select the representatives of the five insurers. 747 One insurer representative shall be selected from 748 recommendations of the American Insurance Association. One 749 insurer representative shall be selected from recommendations of 750 the Alliance of American Insurers. One insurer representative 751 shall be selected from recommendations of the National 752 Association of Independent Insurers. Two insurer representatives 753 shall be selected to represent insurers that are not affiliated

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with these associations. The board of governors shall choose, during the first meeting of the board after June 30 of each year, one of its members to serve as chair of the board and another member to serve as vice chair of the board. There shall be no liability on the part of, and no cause of action of any nature shall arise against, any member insurer, self-insurer, or its agents or employees, the Joint Underwriting Association or its agents or employees, members of the board of governors, or the office or its representatives for any action taken by them in the performance of their powers and duties under this subsection.

PROPERTY AND CASUALTY INSURANCE RISK APPORTIONMENT. -- The commission shall adopt by rule a joint underwriting plan to equitably apportion among insurers authorized in this state to write property insurance as defined in s. 624.604 or casualty insurance as defined in s. 624.605, the underwriting of one or more classes of property insurance or casualty insurance, except for the types of insurance that are included within property insurance or casualty insurance for which an equitable apportionment plan, assigned risk plan, or joint underwriting plan is authorized under s. 627.311 or subsection (1), subsection (2), subsection (3), subsection (4), or subsection (5) and except for risks eligible for flood insurance written through the federal flood insurance program to persons with risks eliqible under subparagraph (a)1. and who are in good faith entitled to, but are unable to, obtain such property or casualty insurance coverage, including excess coverage, through the voluntary market. For purposes of this

subsection, an adequate level of coverage means that coverage which is required by state law or by responsible or prudent business practices. The Joint Underwriting Association shall not be required to provide coverage for any type of risk for which there are no insurers providing similar coverage in this state. The office may designate one or more participating insurers who agree to provide policyholder and claims service, including the issuance of policies, on behalf of the participating insurers.

(a) The plan shall provide:

- 1. A means of establishing eligibility of a risk for obtaining insurance through the plan, which provides that:
- a. A risk shall be eligible for such property insurance or casualty insurance as is required by Florida law if the insurance is unavailable in the voluntary market, including the market assistance program and the surplus lines market.
- b. A commercial risk not eligible under sub-subparagraph a. shall be eligible for property or casualty insurance if:
- (I) The insurance is unavailable in the voluntary market, including the market assistance plan and the surplus lines market;
- (II) Failure to secure the insurance would substantially impair the ability of the entity to conduct its affairs; and
- (III) The risk is not determined by the Risk Underwriting Committee to be uninsurable.
- c. In the event the Federal Government terminates the Federal Crime Insurance Program established under 44 C.F.R. ss. 80-83, Florida commercial and residential risks previously

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insured under the federal program shall be eligible under the plan.

- d.(I) In the event a risk is eligible under this paragraph and in the event the market assistance plan receives a minimum of 100 applications for coverage within a 3-month period, or 200 applications for coverage within a 1-year period or less, for a given class of risk contained in the classification system defined in the plan of operation of the Joint Underwriting Association, and unless the market assistance plan provides a quotation for at least 80 percent of such applicants, such classification shall immediately be eligible for coverage in the Joint Underwriting Association.
- (II) Any market assistance plan application which is rejected because an individual risk is so hazardous as to be practically uninsurable, considering whether the likelihood of a loss for such a risk is substantially higher than for other risks of the same class due to individual risk characteristics, prior loss experience, unwillingness to cooperate with a prior insurer, physical characteristics and physical location shall not be included in the minimum percentage calculation provided above. In the event that there is any legal or administrative challenge to a determination by the office that the conditions of this subparagraph have been met for eligibility for coverage in the Joint Underwriting Association for a given classification, any eligible risk may obtain coverage during the pendency of any such challenge.

e. In order to qualify as a quotation for the purpose of meeting the minimum percentage calculation in this subparagraph, the quoted premium must meet the following criteria:

- (I) In the case of an admitted carrier, the quoted premium must not exceed the premium available for a given classification currently in use by the Joint Underwriting Association or the premium developed by using the rates and rating plans on file with the office by the quoting insurer, whichever is greater.
- (II) In the case of an authorized surplus lines insurer, the quoted premium must not exceed the premium available for a given classification currently in use by the Joint Underwriting Association by more than 25 percent, after consideration of any individual risk surcharge or credit.
- f. Any agent who falsely certifies the unavailability of coverage as provided by sub-subparagraphs a. and b., is subject to the penalties provided in s. 626.611.
- 2. A means for the equitable apportionment of profits or losses and expenses among participating insurers.
- 3. Rules for the classification of risks and rates which reflect the past and prospective loss experience.
- 4. A rating plan which reasonably reflects the prior claims experience of the insureds. Such rating plan shall include at least two levels of rates for risks that have favorable loss experience and risks that have unfavorable loss experience, as established by the plan.
- 5. Reasonable limits to available amounts of insurance. Such limits may not be less than the amounts of insurance required of eligible risks by Florida law.

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6. Risk management requirements for insurance where such requirements are reasonable and are expected to reduce losses.

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- 7. Deductibles as may be necessary to meet the needs of insureds.
- 8. Policy forms which are consistent with the forms in use by the majority of the insurers providing coverage in the voluntary market for the coverage requested by the applicant.
- A means to remove risks from the plan once such risks no longer meet the eligibility requirements of this paragraph. For this purpose, the plan shall include the following requirements: At each 6-month interval after the activation of any class of insureds, the board of governors or its designated committee shall review the number of applications to the market assistance plan for that class. If, based on these latest numbers, at least 90 percent of such applications have been provided a quotation, the Joint Underwriting Association shall cease underwriting new applications for such class within 30 days, and notification of this decision shall be sent to the office, the major agents' associations, and the board of directors of the market assistance plan. A quotation for the purpose of this subparagraph shall meet the same criteria for a quotation as provided in sub-subparagraph 1.e. All policies which were previously written for that class shall continue in force until their normal expiration date, at which time, subject to the required timely notification of nonrenewal by the Joint Underwriting Association, the insured may then elect to reapply to the Joint Underwriting Association according to the requirements of eligibility. If, upon reapplication, those

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previously insured Joint Underwriting Association risks meet the eligibility requirements, the Joint Underwriting Association shall provide the coverage requested.

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- 10. A means for providing credits to insurers against any deficit assessment levied pursuant to paragraph (c), for risks voluntarily written through the market assistance plan by such insurers.
- That the Joint Underwriting Association shall operate 11. subject to the supervision and approval of a board of governors consisting of 13 individuals. The Governor shall appoint four members and the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint three members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3-year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer appointed by the Chief Financial Officer, and shall have an executive or underwriting committee. At least four of the members shall be representatives of insurance trade associations as follows: one member from the American Insurance Association, one member from the Alliance of

American Insurers, one member from the National Association of Independent Insurers, and one member from an unaffiliated insurer writing coverage on a national basis. Two representatives shall be from two of the statewide agents' associations. Each board member shall be appointed to serve for 2 year terms beginning on a date designated by the plan and shall serve at the pleasure of the Chief Financial Officer.

Members may be reappointed for subsequent terms.

Section 23. Section 631.56, Florida Statutes, is amended to read:

631.56 Board of directors.--

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The board of directors of the association shall consist of eight individuals. The Governor, the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint two members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3-year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer not less than five or more than nine persons serving terms as established in the plan of operation. The department shall

approve and appoint to the board persons recommended by the member insurers. In the event the department finds that any recommended person does not meet the qualifications for service on the board, the department shall request the member insurers to recommend another person. Each member shall serve for a 4-year term and may be reappointed. Vacancies on the board shall be filled for the remaining period of the term in the same manner as initial appointments.

- (2) In appointing members to the board, the department shall consider among other things whether all areas of insurance covered by this part are fairly represented.
- $\underline{(2)}$ Members of the board may be reimbursed from the assets of the association for expenses incurred by them as members of the board of directors.

Section 24. Section 631.716, Florida Statutes, is amended to read:

631.716 Board of directors.--

(1) The board of directors of the association shall be comprised of eight individuals. The Governor, the Chief
Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint two members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members

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serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer not fewer than five nor more than nine member insurers, serving terms as established in the plan of operation. At all times at least one member of the board shall be a domestic insurer as defined in s. 624.06(1). The members of the board shall be elected by member insurers subject to the approval of the department. A vacancy on the board shall be filled for the remaining period of the term by a majority vote of the remaining board members, subject to the approval of the department. Prior to the selection of the initial board of directors and the organization of the association, the department shall give notice to all member insurers of the time and place of the organizational meeting. At the organizational meeting, each member insurer shall be entitled to one vote, in person or by proxy. If the board of directors is not elected within 60 days after notice of the organizational meeting, the department may appoint the initial members.

- (2) In approving the election of members to the board, or in appointing members to the board, the department shall consider, among other things, whether all member insurers are fairly represented.
- $\underline{(2)}$ Members of the board may be reimbursed from the assets of the association for expenses incurred by them as members of the board of directors, but members of the board

shall not otherwise be compensated by the association for their services.

Section 25. Section 631.816, Florida Statutes, is amended to read:

631.816 Board of directors.--

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The board of directors of the plan shall consist of eight individuals. The Governor, the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint two members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3-year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer not less than five or more than nine persons serving terms as established in the plan of operation. The department shall approve and appoint to the board persons recommended by the member HMOs. In the event the department finds that any recommended person does not meet the qualifications for service on the board, the department shall request the member HMOs to recommend another person. Each member shall serve for a 4 year term and may be reappointed, except that terms may be staggered

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as defined in the plan of operation. Vacancies on the board shall be filled for the remaining period of the term in the same manner as initial appointments. In determining voting rights, each HMO is entitled to vote on the basis of cumulative weighted voting based on the net written premium for non-Medicare and non-Medicaid policies.

- (2) In appointing members to the board, the department shall consider, among other things, whether all member HMOs are fairly represented.
- (2) (3) Members of the board may be reimbursed from the assets of the plan for expenses incurred by them as members of the board of directors, but members of the board shall not otherwise be compensated by the plan for their services.
- (4) The board of directors shall elect one of its members as chair.
- (3)(5) The board may contract with an administrator to carry out the provisions of this part; however, this shall not relieve the board of its duties and obligations under this part.
- $\underline{(4)}$ (6) The board shall collect assessments from all HMOs as set forth in this part.
- Section 26. Subsection (1) of section 631.912, Florida Statutes, is amended to read:
 - 631.912 Board of directors.--

(1) The board of directors of the corporation shall consist of 16 individuals. The Governor, the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint four members of the board. Members appointed by the President of the Senate and the

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1058	Speaker of the House of Representatives may not be members of
1059	the Legislature unless they are appointed as ex officio,
1060	nonvoting members. At least one of the members appointed by each
1061	appointing officer must have demonstrated expertise in
1062	insurance. The Chief Financial Officer shall designate one of
1063	the appointees as chair. All board members serve at the pleasure
1064	of the appointing officer. All board members, including the
1065	chair, must be appointed to serve for 3-year terms beginning
1066	annually on a date designated by the plan. Any board vacancy
1067	shall be filled for the unexpired term by the appointing officer
1068	11 persons, 1 of whom is the insurance consumer advocate
1069	appointed under s. 627.0613 or designee and 1 of whom is
1070	designated by the Chief Financial Officer. The department shall
1071	appoint to the board 6 persons selected by private carriers from
1072	among the 20 workers' compensation insurers with the largest
1073	amount of net direct written premium as determined by the
1074	department, and 3 persons selected by the self insurance funds.
1075	At least two of the private carriers shall be foreign carriers
1076	authorized to do business in this state. The board shall elect a
1077	chairperson from among its members. The Chief Financial Officer
1078	may remove any board member for cause. Each board member shall
1079	serve for a 4 year term and may be reappointed. A vacancy on the
1080	board shall be filled for the remaining period of the term in
1081	the same manner by which the original appointment was made.
1082	Section 27. Paragraph (b) of subsection (3) of section
1083	766.105, Florida Statutes, is amended to read:
1084	766.105 Florida Patient's Compensation Fund
1085	(3) THE FUND

Page 39 of 43

(b) Fund administration and operation .--

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The fund shall operate subject to the supervision and approval of a board of governors consisting of 16 individuals. The Governor, the Chief Financial Officer, the President of the Senate, and the Speaker of the House of Representatives shall each appoint four members of the board. Members appointed by the President of the Senate and the Speaker of the House of Representatives may not be members of the Legislature unless they are appointed as ex officio, nonvoting members. At least one of the members appointed by each appointing officer must have demonstrated expertise in insurance. The Chief Financial Officer shall designate one of the appointees as chair. All board members serve at the pleasure of the appointing officer. All board members, including the chair, must be appointed to serve for 3-year terms beginning annually on a date designated by the plan. Any board vacancy shall be filled for the unexpired term by the appointing officer a representative of the insurance industry appointed by the Chief Financial Officer, an attorney appointed by The Florida Bar, a representative of physicians appointed by the Florida Medical Association, a representative of physicians' insurance appointed by the Chief Financial Officer, a representative of physicians' self insurance appointed by the Chief Financial Officer, two representatives of hospitals appointed by the Florida Hospital Association, a representative of hospital insurance appointed by the Chief Financial Officer, a representative of hospital self-insurance appointed by the Chief Financial Officer, a representative of the osteopathic physicians' or podiatric physicians' insurance

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or self insurance appointed by the Chief Financial Officer, and a representative of the general public appointed by the Chief Financial Officer. The board of governors shall, during the first meeting after June 30 of each year, choose one of its members to serve as chair of the board and another member to serve as vice chair of the board. The members of the board shall be appointed to serve terms of 4 years, except that the initial appointments of a representative of the general public by the Chief Financial Officer, an attorney by The Florida Bar, a representative of physicians by the Florida Medical Association, and one of the two representatives of the Florida Hospital Association shall be for terms of 3 years; thereafter, such representatives shall be appointed for terms of 4 years. Subsequent to initial appointments for 4 year terms, the representative of the osteopathic physicians' or podiatric physicians' insurance or self insurance appointed by the Chief Financial Officer and the representative of hospital selfinsurance appointed by the Chief Financial Officer shall be appointed for 2 year terms; thereafter, such representatives shall be appointed for terms of 4 years. Each appointed member may designate in writing to the chair an alternate to act in the member's absence or incapacity. A member of the board, or the member's alternate, may be reimbursed from the assets of the fund for expenses incurred by him or her as a member, or alternate member, of the board and for committee work, but he or she may not otherwise be compensated by the fund for his or her service as a board member or alternate.

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2. There shall be no liability on the part of, and no cause of action of any nature shall arise against, the fund or its agents or employees, professional advisers or consultants, members of the board of governors or their alternates, or the Department of Financial Services or the Office of Insurance Regulation of the Financial Services Commission or their representatives for any action taken by them in the performance of their powers and duties pursuant to this section.

Section 28. Section 440.103, Florida Statutes, is amended to read:

440.103 Building permits; identification of minimum premium policy. -- Every employer shall, as a condition to applying for and receiving a building permit, show proof and certify to the permit issuer that it has secured compensation for its employees under this chapter as provided in ss. 440.10 and 440.38. Such proof of compensation must be evidenced by a certificate of coverage issued by the carrier, a valid exemption certificate approved by the department, or a copy of the employer's authority to self-insure and shall be presented each time the employer applies for a building permit. As provided in s. $627.413(6)\frac{(5)}{(5)}$, each certificate of coverage must show, on its face, whether or not coverage is secured under the minimum premium provisions of rules adopted by rating organizations licensed pursuant to s. 627.221. The words "minimum premium policy" or equivalent language shall be typed, printed, stamped, or legibly handwritten.

Section 29. <u>The Department of Financial Services shall</u> review how insurance agent commissions for the placement and

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renewal of property insurance policies are established and applied and shall make recommendations, based on industry best practices, for standards to ensure that agent commissions are justified on a market basis based on the nature and amount of work performed by the agents. The Office of Insurance Regulation shall provide the department with all information requested pursuant to this section. The department shall report its findings and recommendations to the Governor, the President of the Senate, and the Speaker of the House of Representatives by July 1, 2007.

Section 30. Except as otherwise expressly provided in this

Section 30. Except as otherwise expressly provided in this act, this act shall take effect upon becoming a law.