

Bulletin 11-88

ARKANSAS ACT 197 OF 1987

July 15, 1988

In Department Bulletin 6-87, effective May 28, 1987, this Department addressed the provisions of Act 197 of 1987, requiring that certain information accompany all policies issued or renewed after January 1, 1988, as well as group certificates delivered to Arkansas insureds on and after that date. Many of the written notices issued to comply with Act 197 and Bulletin 6-87 have created much confusion for Arkansas insureds. This Department has been inundated with insureds' phone calls, correspondence and premium payments which should have properly been directed to insurance agents and/or insurers' policyholder service offices.

To resolve this problem, this Department suggests that insurers use the following notice in complying with Act 197 of 1987. Insurers who use notices, stickers, labels, or endorsements of their own design will not be required to adopt this format so long as the content is substantially the same to avoid further confusion or misunderstanding.

"Policyholder Service Office of Company _____
Address _____
Telephone Number _____
Name of Agent _____
Address _____
Telephone Number _____

"If we at _____ Insurance Company fail to provide you with reasonable and adequate service, you should feel free to contact:

Arkansas Insurance Department
Consumer Services Division
400 University Tower Building
Little Rock, AR 72204
(501) 371-1811

Please direct your inquiries as to this bulletin to the Legal Division of this Department at (501) 371-2820.

Note: This Bulletin is intended to complement and clarify the provisions of Bulletin 6-87 and is not intended to supersede Bulletin 6087.

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INSURANCE COMMISSIONER