



GOVERNMENT OF PUERTO RICO
Office of the Commissioner of Insurance

January 30, 2018

CIRCULAR LETTER NO. CC-2018-1923-D

**TO ALL INSURERS AUTHORIZED TO CONTRACT PROPERTY AND HAZARD INSURANCE
IN PUERTO RICO**

**COMPLIANCE WITH SECTION 27.161 OF THE PUERTO RICO INSURANCE CODE IN
PAYING CLAIMS**

Dear Sirs and Madams:

Section 27.161 of the Puerto Rico Insurance Code prohibits insurers from engaging in certain actions and practices that are considered unfair in claims adjustment. Paragraph 10 of said Section establishes as one of the prohibited acts in claims adjustment, “paying claims to the insured or beneficiaries without enclosing a statement that sets forth the coverage under which payment is being made.”

It has recently been brought to the attention of this Office that some insurers are engaging in the practice of issuing checks to pay claims without the corresponding itemization. According to the provisions of Section 27.161(10) 161 of the Puerto Rico Insurance Code, we remind you that all insurers have the obligation to include with the payment of a claim a written statement or itemization of the amount of money under the coverage or kinds of coverage under which the claim is being paid, including the amount of money that is applicable to the payment of the claim as a deductible or copay in the policy.

Insurers are advised that failure to comply with the provisions of Section 27.161(10) of the Puerto Rico Insurance Code will entail the imposition of sanctions.

Strict compliance with the provisions of this letter is hereby required.

Very truly yours,

Javier Rivera-Ríos, LUTCF
Commissioner of Insurance