



NATALIE A. HUBLEY
PRESIDENT

COMMONWEALTH AUTOMOBILE REINSURERS

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November 7, 2025

BULLETIN NO. 1208
NOTICE OF HEARING

**PROPOSED CHANGES TO THE PRIVATE PASSENGER AND COMMERCIAL
PERFORMANCE STANDARDS FOR THE HANDLING AND PAYMENT OF CLAIMS**

The Commissioner of Insurance has issued a Notice of Hearing regarding proposed amendments to the Private Passenger and Commercial Claims Performance Standards. A public hearing will be held virtually on December 2, 2025 at 1:00 p.m. using the digital meeting program TEAMS. Any person who wishes to comment orally concerning the proposed amendments to the Performance Standards is requested to submit to the Division of Insurance a Notice of Intent to Comment to doidocket.mailbox@mass.gov referring to Docket No. C2025-01 no later than November 26, 2025. Any person requesting to attend the hearing virtually must submit a request to doidocket.mailbox.@mass.gov no later than November 28, 2025. Also, any person who wishes to comment in writing may send a statement by electronic mail to doidocket.mailbox@mass.gov no later than December 1, 2025. A copy of the Notice of Hearing is attached for your information.

These Standards were forwarded to the Commissioner of Insurance on October 7, 2025 upon Governing Committee approval, and published to the industry as Bulletin No. 1205. Pursuant to G.L. c.175, §113H, the Commissioner must review, and approve or modify the proposed amendments before Commonwealth Automobile Reinsurers may adopt these Standards.

MARK ALVES
Director – Compliance Audit

Attachment



MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

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ERIC PALEY
SECRETARY

LAYLA R. D'EMILIA
UNDERSECRETARY

MICHAEL T. CALJOUW
COMMISSIONER

NOTICE OF HEARING

Docket No. C2025-01

**Proposed Amendments to Performance Standards for the Handling
and Payment of Private Passenger Motor Vehicle Insurance Claims
by Assigned Risk Companies and to Performance Standards for the Handling
and Payment of Commercial Motor Vehicle Insurance Claims by Servicing Carriers**

Pursuant to the authority granted to the Commissioner of Insurance under G.L. c. 175, §113H, a public hearing will be held on December 2, 2025, at 1:00 p.m. to hear comments on proposed amendments to the Performance Standards for the Handling and Payment of Motor Vehicle Insurance Claims issued by Commonwealth Automobile Reinsurers ("CAR"). The hearing will be held virtually using TEAMS, a digital meeting program. Copies of the Performance Standards applicable to Assigned Risk Companies that write private passenger motor vehicle policies and those applicable to Servicing Carriers that write commercial motor vehicle policies have been filed electronically and are available for inspection upon request to the Division of Insurance at doidocket.mailbox@mass.gov.

This proceeding has been designated as Docket No. C2025-01. Any person requesting to comment orally on the proposed amendments at the virtual hearing must submit to doidocket.mailbox@mass.gov a Notice of Intent to Comment no later than November 26, 2025. Any person requesting solely to attend the hearing must submit a request to do so to doidocket.mailbox@mass.gov no later than November 28, 2025. All notices or requests must include the person's name, telephone number and email address. An email with instructions for joining the hearing will be sent on the afternoon of December 1, 2025. Any person who wishes to comment in writing may send a statement by electronic mail to doidocket.mailbox@mass.gov no later than December 1, 2025. All notices and written statements must refer to DOI Docket No. C2025-01.

November 6, 2025

A handwritten signature in blue ink, reading "Michael T. Caljouw", is written over a horizontal line.

Michael T. Caljouw
Commissioner of Insurance