

Performance Standards

<u>Standard</u>	<u>Title</u>
I	Motor Vehicle Physical Damage and Property Damage Liability Claims
II	Bodily Injury and Uninsured/Underinsured Motorist
III	No-Fault Personal Injury Protection Benefits Handling
IV	Voluntary/Ceded Claim Handling Differential
V	Expenses
	Measurements & Penalties

Appendices

<u>Appendix</u>	<u>Title</u>
A	Special Investigations Unit Standards
B	Regulation 211 CMR 123.00 – Direct Payment of Automobile Collision and Comprehensive Coverage Claims and Referral Repair Shop Programs
C	Industry Direct Payment Plan for the Settlement of Insured Automobile Damage Repairs
D	Regulation 212 CMR 2.04 – The Appraisal and Repair of Damaged Automobiles
E	Regulation 211 CMR 133.00 – Standards for the Repair of Damaged Automobiles
F	Regulation 211 CMR 94.00 – Mandatory Pre-Inspection of Commercial Automobiles
G	G.L.c.90D, §20 (a through e) – Salvage Title Law

Appendix

Title

H	G.L.c.175E, §24D – Insurance Claim Payment Intercept Program
H (2)	Regulation 830 CMR 175.24D.1.1 – Intercept of Insurance Payments to Satisfy Child Support Liens
I	Commonwealth Automobile Reinsurers Compliance Audit Claim Review Process
J	Special Investigations Unit File Review Process
K	Compliance Audit Claim Questionnaire
L	Industry Best Practices
M	NAIC Standards
N	Division of Insurance, Bulletin 2008-12 Clarification of Coordination of Benefits under G.L.c.90, §34A and the Interrelationship by and among PIP, Health Insurance and Medical Payments