

- A. Ceded claims must be processed with the same degree of diligence as voluntary claims.
- B. CAR will conduct biennial audits of claims using a random sample in order to evaluate and compare the individual SC performance on the handling of ceded and voluntary claims. Statistical testing will be performed to determine if there is any statistically significant difference in the handling of voluntary and ceded claims by the SC.
- C. The audit shall include voluntary retained policies in order to determine if there is a difference in claims handling between policies insured voluntarily and those ceded to CAR.