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**BULLETIN NO. 976**

**ORDER**

Performance Standards for the Payment and Handling of  
Private Passenger Motor Vehicle Insurance Claims

Performance Standards for the Payment and Handling of  
Commercial Motor Vehicle Insurance Claims

At its April 17, 2013 meeting, the Governing Committee approved the modifications to the Performance Standards for the Payment and Handling of Private Passenger and Commercial Motor Vehicle Insurance Claims, which are reviewed on a biennial basis.

The Standards were forward to the Commissioner of Insurance on April 22, 2013. Following public hearings held on May 24, 2013, the Division of Insurance issued the attached Order approving both the Private Passenger and Commercial Performance Standards as recommended by the Governing Committee.

VALERIE B. GEDZIUN  
Vice President - Compliance Audit

Attachment



**COMMONWEALTH OF MASSACHUSETTS**  
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**DIVISION OF INSURANCE**

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**Proposed Amendments to Performance Standards for the  
Handling and Payment of Private Passenger Motor Vehicle Insurance Claims  
by Assigned Risk Companies  
Docket No. C2013-01**

**Proposed Amendments to Performance Standards for the  
Handling and Payment of Commercial Motor Vehicle Insurance Claims  
by Servicing Carriers  
Docket No. C2013-02**

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**Order**

Commonwealth Automobile Reinsurers ("CAR"), established pursuant to Massachusetts General Laws Chapter 175, §113H to administer the residual market for motor vehicle insurance, is required by statute to prepare performance standards for the handling and payment of motor vehicle insurance claims. It then submits those standards to the Commissioner of Insurance ("Commissioner") who, after a public hearing, may approve or modify them. Since 2007, CAR has prepared separate performance standards for commercial and for private passenger motor vehicle claims. By letter dated April 22, 2013, CAR requested the Commissioner's approval of proposed amendments to the performance standards for private passenger motor vehicle insurance claims and for commercial claims that the Governing Committee had approved on April 17, 2013.

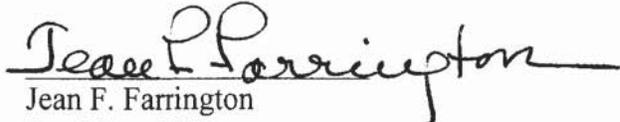
On May 1, 2013, the Commissioner issued a notice scheduling a hearing on May 24, 2013 to afford interested persons an opportunity to provide oral and written comments regarding the proposed amendments to the performance standards. On May 14, 2013, CAR notified the Commissioner that Valerie Gedziun, its vice-president for compliance audit, would speak in favor of the amendments.

At the May 24, 2013 hearing, Ms. Gedziun confirmed that the proposed changes are primarily editorial. As well as adding language to Appendices J and K to reflect procedures that have been implemented as part of CAR's Hybrid Audit Program, both sets of performance standards have been reformatted to create consistency among the sections and with each other. No other person submitted written commentary or made a statement at the hearing.

Performance Standards for the Handling and Payment of Private Passenger Motor Vehicle  
Insurance Claims by Assigned Risk Companies, Docket No. C2013-01  
Performance Standards for the Handling and Payment of Commercial Motor Vehicle Insurance  
Claims by Servicing Carriers, Docket No. C2013-02

Therefore, after due consideration, the Performance Standards for the Handling and  
Payment of Private Passenger Motor Vehicle Insurance Claims by Assigned Risk Companies and  
for the Handling and Payment of Commercial Claims by Servicing Carriers approved by the  
CAR Governing Committee on April 17, 2013 are hereby approved.

May 24, 2013

  
Jean F. Farrington  
Presiding Officer