

**Performance Standards**

<b><u>Standard</u></b>	<b><u>Title</u></b>
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/Involuntary Claim Handling Differential
V	Expenses Measurements & Penalties

**Appendices**

<b><u>Appendix</u></b>	<b><u>Title</u></b>
A	Special Investigations Unit Standards
B	Regulation 211 CMR 123.00 – Direct Payment of Motor Vehicle 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 Motor Vehicles
E	Regulation 211 CMR 133.00 – Standards for the Repair of Damaged Motor Vehicles
F	Regulation 211 CMR 94.00 – Mandatory Pre-Inspection of Private Passenger Motor Vehicles
G	G.L. c.90D, §20 (a through e) – Salvage Title Law

**Appendix**

**Title**

H	G.L. c.175E, §24D-24E – 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 2017-06 Clarification of Coordination of Benefits under 211 CMR 38.00 for Medical Claims Associated with Motor Vehicle Accidents