

**FISCAL YEAR 2013
REPORT TO THE
MARYLAND GENERAL ASSEMBLY
ON
ABSENCE OF GOOD FAITH CASES
FILED UNDER
§ 27-1001 OF THE
MARYLAND INSURANCE ARTICLE**



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For further information concerning this document contact:

Nancy Grodin, Associate Deputy Commissioner
Maryland Insurance Administration
200 St. Paul Place, Suite 2700
Baltimore, MD 21202
410-468-2018

This document is available in alternative format upon request
from a qualified individual with a disability.
TTY 1-800-735-2258

Administration's website address: www.mdinsurance.state.md.us

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I. Introduction

Section 27-1001 of the Insurance Article of the Annotated Code of Maryland¹ took effect on October 1, 2007, and was passed by the General Assembly as a consumer protection measure to provide an insurance policy holder with greater leverage during the insurance claim adjustment process. SEN. JUD. PROC. COMM., FLOOR REPORT, H.B. 425 & S.B. 389, p. 4 (Md. 2007). The law requires the Insurance Commissioner to conduct an on-the-record review of complaints filed by insurance policy holders alleging that an insurer failed to act in good faith when improperly denying coverage or failing to pay the full value of a first-party property and casualty claim. Section 27-1001(e).

The legislative history of § 27-1001 indicates that the bill was designed to address the General Assembly's concern that some insurance companies disregard their established legal obligations to adequately pay claims. "Testimony on [§ 27-1001] indicated that insurance companies often 'lowball' their offers to policy holders because there's no incentive for them to offer the policy limits, even when damages exceed policy limits." SEN. JUD. PROC. COMM., FLOOR REPORT, H.B. 425 & S.B. 389, p. 4 (Md. 2007).

This annual report is filed pursuant to § 27-1001(h), which requires the Maryland Insurance Administration ("the Administration") to report: 1) the number and type of complaints filed under § 27-1001; 2) the administrative and judicial disposition of those complaints; and 3) the number and type of regulatory enforcement actions taken by the Administration for unfair claim settlement practices along with the administrative and judicial disposition of those enforcement actions.

The Administration has successfully implemented § 27-1001 and continues to process complaints in a timely manner. Section 27-1001 continues to provide consumers with a valuable

¹ Unless otherwise indicated, statutory references are to the Insurance Article of the Annotated Code of Maryland.

tool to assist them in resolving disputes with insurers about their insurance claims. Additionally, the statute gives consumers access to an impartial review of their disputed claim(s), which helps them secure a fair and equitable claim settlement without resorting to filing an action in court.

II. Overview of Section 27-1001

Title 27 of the Insurance Article addresses unfair trade practices and other prohibited business practices. It is designed to “regulate trade practices in the business of insurance...that are unfair methods of competition or unfair or deceptive acts or practices.” Section 27-1001. The law defines “good faith” as “an informed judgment based on honesty and diligence supported by evidence the insurer knew or should have known at the time the insurer made a decision on a claim.” Section 27-1001(h). This statutory definition of absence of good faith “focuses on the actions taken by the insurer in forming a judgment as to coverage, as well as what the insurer knew or should have known at the time it denied coverage to its insured.” *Cecilia Schwaber Trust Two v. Hartford Accident and Indemnity Co.*, 636 F. Supp.2d 481, 486 (D. Md. 2009).

Section 27-1001, and its corollary § 3-1701 in the Courts and Judicial Proceedings Article, apply to claims alleging that an insurance company failed to act in good faith in determining coverage or in determining the amount of payment for claims made under property and casualty insurance policies. MD. CODE ANN., CTS. & JUD. PROC. ART., § 3-1701 (b) and (d). The law applies only to “first-party” claims. A first-party claim is one made by a person with insurance coverage for their own person, personal property, and/or real property. In contrast, a third-party claim is made by a person who is entitled to receive a benefit payment from another’s insurance policy.

Typically, a first-party insured must first file a complaint with the Administration before bringing an action in court. Section 27-1001(a); MD. CODE ANN., CTS. & JUD. PROC. ART., § 3-1701. The complaining party must submit a written complaint outlining the basis for the complaint, the damages sought, and “each document that the insured has submitted to the insurer for proof of loss.” Section 27-1001(d)(2)(i). The insurer then files a response to the claim along with the documentation supporting its position. Section 27-1001(d)(4)(i)-(ii). The Administration makes its finding on the basis of the written record and without a hearing. Section 27-1001(e).

The decision of the Administration must contain five (5) findings:

1. whether the insurer is obligated under the applicable policy to cover the underlying first-party claim;
2. the amount the insured was entitled to receive from the insurer under the applicable policy on the underlying covered first-party claim;
3. whether the insurer breached its obligation under the applicable policy to cover and pay the underlying covered first-party claim, as determined by the Administration;
4. whether an insurer that breached its obligation failed to act in good faith; and
5. the amount of damages, expenses, litigation costs, and interest, as applicable and as authorized under paragraph (2) of this subsection.

Section 27-1001(e)(1)(i).

If the Administration finds in favor of the insured, it must determine actual damages and the interest on actual damages. Section 27-1001(e)(2)(i). Furthermore, if the Administration finds that the insurer failed to act in good faith, it must “determine the obligation of the insurer to pay: 1. expenses and litigation costs incurred by the insured, including reasonable attorney's fees, in pursuing recovery under this subtitle; and 2. interest on all expenses and litigation costs incurred by the insured...” Section 27-1001(e)(2)(ii).

The statute gives the Administration ninety (90) days from the day a complaint is filed to render a decision. During the reporting period the Administration has successfully issued its

decision in all § 27-1001 complaints within the statutory timeframe or within an altered time period agreed upon by the parties. The Administration's opinions in § 27-1001 complaints are posted to the Administration's website.

III. Analysis of Complaints Filed Under § 27-1001

Section 27-1001(h) directs that the report to the General Assembly be based upon the prior fiscal year's activity. This report contains information about the disposition of those complaints filed in fiscal year (FY) 2013 (July 1, 2012, through June 30, 2013).

A. Number of Complaints

Thirty-four (34) § 27-1001 complaints were filed in FY 2013; twenty (20) of the thirty-four complaints were reviewed and decided on the merits. *See* Table 1. Fourteen (14) of these complaints, or forty-one percent (41%), were settled prior to a decision on the merits, withdrawn, or dismissed. *Id.* The number of complaints decided on the merits, with the exception of FY 2012, has remained fairly stable. *Id.*

TABLE 1 – § 27-1001 COMPLAINTS FILED WITH THE ADMINISTRATION FY 2009-2013

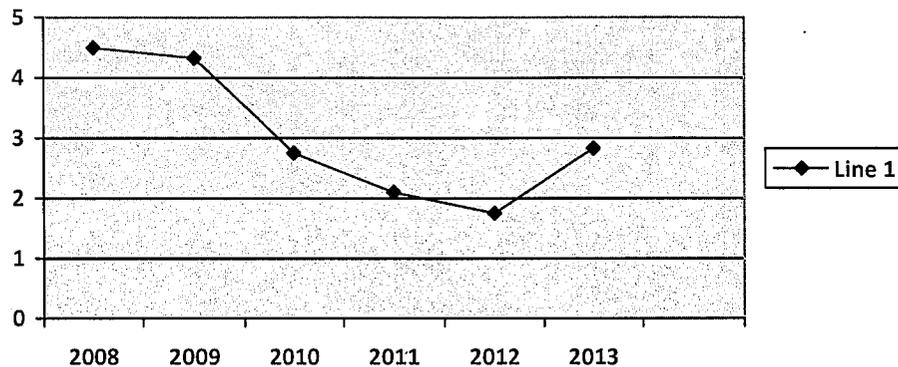
	FY 2009		FY 2010		FY 2011		FY 2012		FY 2013	
	#	%	#	%	#	%	#	%	#	%
Total	52	100%	33	100%	26	100%	20	100%	34	100%
Settled, Withdrawn or Dismissed	21	40%	14	42%	7	27%	9	45%	14	41%
§ 27-1001 violation	3	6%	1	3%	1	4%	3	14%	4 ²	12%
No Violation.	28	54%	18	55%	18	69%	8 ³	38%	16 ⁴	47%

² In one case there were two separate claims. The insurer breached its obligation to pay the claim and failed to act in good faith on one claim. On the other claim, the insurer breached its obligation to pay the claim, but did not fail to act in good faith.

³ In one case the insurer breached its obligation to pay the claim, but did not fail to act in good faith.

From FY 2012 to FY 2013, the total number of complaints filed increased by seventy percent (70%). *See* Table 1. In the nine (9) months of FY 2008 in which § 27-1001 was in effect, complaints were filed at an average rate of 4.4 per month. Since that time the average number of complaints filed per month continued to decrease until FY 2013. During FY 2013 complaints were filed at an average rate of 2.8 per month. *See* Table 2.

TABLE 2 – § 27-1001 COMPLAINTS FILED PER MONTH FY 2008-2013



B. Types of Complaints

Of the twenty (20) complaints reviewed on the merits, six (6) involved issues of uninsured or under insured motorist coverage and seven (7) involved homeowners insurance.

⁴ In two cases, the insurer breached its obligation to pay the claim, but did not fail to act in good faith.

TABLE 3 – § 27-1001 COMPLAINTS FILED IN FY 2013 BY TYPE OF INSURANCE

	<i>Number</i>	<i>Percentage</i>
Complaints Reviewed on the Merits	20	100%
UM	6	30%
Homeowners	7	35%
Renters	2	10%
Commercial	5	25%

C. Cases in which the Administration Found an Absence of Good Faith

Of the twenty (20) complaints filed with the Administration during FY 2013 and decided on the merits, the insurer failed to act in good faith in four (4) instances. *Gideon Properties v. Hanover Insurance Group*, 27-1001-12-00025 (Feb. 28, 2013), involved the rehabilitation of an existing home. *Adcock v. Automobile Insurance Company of Hartford Connecticut*, 27-1001-13-00005 (May 9, 2013), involved the valuation of a claim for a loss caused by fire. *Lawson v. Maryland Automobile Insurance Fund*, 27-1001-13-00009 (June 10, 2013), involved the valuation of the Plaintiff’s medical expenses subsequent to an automobile accident. *Mayorga Coffee Roasters v. Erie*, MIA 27-1001-13-00015 (Oct. 16, 2013), involved the valuation of a claim for loss of use.

D. Judicial Review of § 27-1001 Decisions

In FY 2013, eight (8) cases were appealed to either the Office of Administrative Hearings (“OAH”) or to one of Maryland’s circuit courts for a *de novo* review. See Table 4. Of those eight cases, six settled or were dismissed and two are pending. *Id.* In *SeaCap v. Hanover*

Insurance Group, MIA-27-1001-12-00009, (Oct. 1, 2012), the insurer has appealed the Administration's conclusion that it breached its obligation to pay the underlying covered first-party claim, but did not fail to act in good faith. In *Brown/Jenkins v. State Farm Mutual*, MIA-27-1001-13-00008 (May 20, 2013), the Complainant has appealed the Administration's conclusion that the insurer did not breach its obligation to pay the claim and did not fail to act in good faith in violation of § 27-1001.

TABLE 4 – § 27-1001 CASES ON APPEAL

FY 2013 (07/01/12 – 6/30/13)		
	Appeals to OAH	Appeals to Circuit Court
Total	4	4
Dismissed / Settled	4	2
Pending	0	2
Affirmed Administration	0	0
Reversed Administration	0	0

E. Regulatory Enforcement Action

The Administration tracks and reviews the data from § 27-1001 complaints in an effort to identify regulatory trends or problems. During FY 2013, the complaints did not require additional regulatory enforcement actions for unfair claim settlement practices. Section 27-1001(h)(3).

IV. **Conclusion**

Notwithstanding that the statute has not generated the number of complaints anticipated at the time the law was enacted, the addition of the absence of good faith provision to the

Maryland Insurance Article provides insurance policy holders with a valuable consumer protection. Further, it encourages insurance companies to value and adjust claims in a fair and timely manner. Section 27-1001 deters insurance companies from making offers below policy limits when the damages incurred clearly meet or exceed those limits and it serves to ensure that companies carefully and honestly consider all available information in the claims adjustment process.