

International Complaints Handling at Lloyd's: USA

Definition of a complaint	A complaint is any written communication where there is an expression of dissatisfaction with an insurance product or service.
Definition of a complainant	<ul style="list-style-type: none"> • Personal lines policyholders (private individuals); • Small commercial policyholders (where the policyholder has fewer than 10 employees and a gross revenue or annual balance sheet that does not exceed \$2.5m); • A charity which has an annual income of less than \$2.5m at the time the complainant makes the complaint; • A trustee of a trust which has a net asset value of less than \$2.5m at the time the complainant makes the complaint.
Application of Lloyd's procedure and local complaint regulations	All US policies
Timescale	<ul style="list-style-type: none"> • A prompt acknowledgement of the complaint, where possible within three business days of receipt. • Full response to be provided where possible within two weeks but in any event no later than eight weeks of receipt of the complaint. • If a full response cannot be provided within four weeks then a holding letter should be sent. • Complaints resolved within three days of receipt do not require a full written response.
EDR scheme and eligibility	<p>The applicable state Department of Insurance (or equivalent agency).</p> <p>DOIs have different approaches to the complaints but will generally consider most insurance related complaints.</p>
Local Regulatory Reporting Requirements	None
Lloyd's Complaint Notice	Prescribed complaints notices are required in a number of states. Further details can be found on Crystal.