

# MARKET BULLETIN

REF: Y4033

<b>Title</b>	Amendment to Texas Complaint Notice
<b>Purpose</b>	This bulletin advises the market of a change to the Texas Complaint Notice requirements. A revised Texas Complaint Notice is attached.
<b>Type</b>	Event
<b>From</b>	Cameron Murray, Senior Manager, International Regulatory Affairs. Contact details: 020 7327 6677 / LITA@Lloyds.com
<b>Date</b>	29 June 2007
<b>Deadline</b>	1 July 2007
<b>Related links</b>	<a href="http://www.tdi.state.tx.us/rules/2006/0102-059.html">http://www.tdi.state.tx.us/rules/2006/0102-059.html</a>

## Summary

A change has been made to the Texas Complaint Notice requirements, with effect from 1 July 2007.

## Details

Title 28, Section 1.601 of the Texas Administrative Code has been revised. The new amendments are effective on 1 July 2007.

These provisions, which stipulate the content of a Texas Complaint Notice to be included in each insurance policy, certificate, or evidence of coverage issued or renewed in the State of Texas, including surplus lines business, have been revised to now include a requirement to list the Texas Department of Insurance's website and e-mail address within the notice. The notice must also be provided in Spanish for homeowners' coverage.

As a result of these amendments, the previous Texas Complaint Notice wording, LSW1022, has been withdrawn and replaced with LSW1022A, which is attached as Appendix 1.

The Texas Department of Insurance's rule can be found here:

<http://www.tdi.state.tx.us/rules/2006/0102-059.html>

## Queries

Lloyd's International Trading Advice

Tel: 020 7327 6677

E-mail: [LITA@lloyds.com](mailto:LITA@lloyds.com)

This bulletin has been sent to active underwriters and the Compliance Officers of Lloyd's brokers and managing agents and for information, to the LMBC and LMA.

The information contained in this market bulletin is provided in order to support managing agents in meeting their commitment 'to protect Lloyd's licences and authorisations to conduct insurance business in the UK and overseas'. The information will also help underwriters decide, prior to binding, how a risk can be underwritten in compliance with Lloyd's trading rights in the country concerned.

Cameron Murray  
Senior Manager, International Regulatory Affairs  
International Market Access

TEXAS COMPLAINTS NOTICE

<p><b>IMPORTANT NOTICE</b></p>	<p><b>AVISO IMPORTANTE</b></p>
<p>To obtain information or make a complaint: You may contact the Texas Department of Insurance to obtain information on companies, coverages, rights or complaints at:</p>	<p>Para obtener informacion o para someter una queja: Puede comunicarse con el Departamento de Seguros de Texas para obtener informacion acerca de companias, coberturas, derechos o quejas al:</p>
<p><b>1-800-252-3439</b></p>	<p><b>1-800-252-3439</b></p>
<p>You may write the Texas Department of Insurance:</p>	<p>Puede escribir al Departamento de Seguros de Texas:</p>
<p>P. O. Box 149104</p>	<p>P. O. Box 149104</p>
<p>Austin, TX 78714-9104</p>	<p>Austin, TX 78714-9104</p>
<p>Fax: (512) 475-1771</p>	<p>Fax: (512) 475-1771</p>
<p>Web: <a href="http://www.tdi.state.tx.us">http://www.tdi.state.tx.us</a></p>	<p>Web: <a href="http://www.tdi.state.tx.us">http://www.tdi.state.tx.us</a></p>
<p>E-mail: <a href="mailto:ConsumerProtection@tdi.state.tx.us">ConsumerProtection@tdi.state.tx.us</a></p>	<p>E-mail: <a href="mailto:ConsumerProtection@tdi.state.tx.us">ConsumerProtection@tdi.state.tx.us</a></p>
<p><b>PREMIUM OR CLAIM DISPUTES:</b></p>	<p><b>DISPUTAS SOBRE PRIMAS O RECLAMOS:</b></p>
<p>Should you have a dispute concerning your premium or about a claim you should contact the agent first. If the dispute is not resolved, you may contact the Texas Department of Insurance.</p>	<p>Si tiene una disputa concerniente a su prima o a un reclamo, debe comunicarse con el agente primero. Si no se resuelve la disputa, puede entonces comunicarse con el departamento (TDI).</p>
<p><b>ATTACH THIS NOTICE TO YOUR POLICY:</b></p>	<p><b>UNA ESTE AVISO A SU POLIZA:</b></p>
<p>This notice is for information only and does not become a part or condition of the attached document.</p>	<p>Este aviso es solo para proposito de informacion y no se convierte en parte o condicion del documento adjunto.</p>

07/07

LSW1022A