



State of New Jersey
DEPARTMENT OF BANKING AND INSURANCE
OFFICE OF THE COMMISSIONER
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JON S. CORZINE
Governor

NEIL N. JASEY
Commissioner

BULLETIN NO. 09-28

TO: ALL INSURERS TRANSACTING PROPERTY/CASUALTY
PERSONAL LINES INSURANCE IN NEW JERSEY

FROM: NEIL N. JASEY, COMMISSIONER

RE: INSURANCE SCORING INFORMATION

[Bulletin No. 04-05](#), issued April 26, 2004, advised insurers that the use of insurance scoring by property/casualty insurers is permitted, provided that appropriate protections of consumers' interests are established. One of the specified protections is that insurers must provide exceptions to rates, rating classifications, or underwriting rules for a consumer whose credit information has been directly influenced by extraordinary life events, including, but not limited to, a catastrophic illness or injury; the death of spouse, child, or parent; temporary loss of employment; divorce; identity theft; and military deployment overseas. In such cases, the insurer may consider only credit information not affected by the event or shall assign a neutral credit score.

Based upon a review of current insurer practices, the Department of Banking and Insurance ("Department") is requesting that insurers review their procedures for notifying insureds and potential insureds of this protection, including customer notices. In accordance with current procedures, insurers should ensure that notices are provided not only to policyholders who have accepted a policy, but also to prospective insureds receiving a quote at the point of sale.

Insurers are requested to submit to the Department copies of such notices and an explanation of how and when the notices are distributed to consumers. Responses should be submitted by October 15, 2009, and should be sent in electronic format to:

Anne Marie Narcini
Manager - Consumer Protection Services
annemarie.narcini@dobi.state.nj.us
609-292-7272 ext. 50179

09/14/09
Date

/s/ Neil N. Jasey
Neil N. Jasey
Commissioner

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