



NORTH CAROLINA

Insurance Guaranty Association

Frequently Asked Questions

Q: If my policy has been terminated/canceled as a result of my insurance company being declared insolvent by Order of Liquidation (OIL), will the guaranty association provide a new policy?

A: No. The purpose of the guaranty association is to protect policyholders and claimants from losses due to unpaid claims of policies issued by an insolvent insurance company. Guaranty funds cannot sell insurance policies. To obtain new coverage, you will need to contact a licensed insurance carrier or an insurance agent or broker.

Q: Will the guaranty association cover me if I purchased my policy from an unlicensed carrier or a managed care plan?

A: No. Guaranty associations cover only licensed insurers. Companies not licensed in the state, surplus lines carriers, managed care plans, preferred provider organizations (PPOs), Health Maintenance Organizations (HMOs) and self-insured plans are not covered under the property and casualty guaranty association statutes. If you purchased coverage from one of these entities, and the company is now insolvent, you may file a claim with the Liquidator. There may also be other guaranty associations that may provide coverage for policies issued by these types of organizations. Your State Department of Insurance can provide you with additional information.

Q: Will the guaranty association cover all claims that would have been covered by my insurance company under my policy?

A: No. Although most policy claims will be covered, certain types of claims, for example, claims for punitive damages, or amounts more than your policy limits, will not be covered. Additionally, the maximum amount of coverage available is capped at \$500,000. However, the Association shall pay the full amount of a covered claim for benefits under a workers' compensation insurance coverage and shall pay an amount not exceeding ten thousand dollars (\$10,000) per policy for a covered claim for the return of unearned premium.

Q: What requirements have to be met in order for my claim to be covered by a guaranty association?

A: To be covered by a guaranty association, a number of conditions must be met. At a minimum, the claim must:

1. Be unpaid- that is, the claim must not have been previously paid by the insurance carrier or other party.
2. Exist before the insolvency or arise within 30 days after the Order of Liquidation- the claim must arise while the policy is still in force.
3. Be on a policy written by an insolvent insurer that was licensed to do business in the state, and in a line of business covered by the guaranty association policies sold by companies that are not members of the guaranty association are not covered.
4. Be brought by a claimant or insured who is a resident of the state only claims brought by residents or insureds of the state, or where the claim relates to property located in the state, are covered by the state guaranty fund.
5. Be filed with the guaranty association before the claims cut-off date (Bar Date). Your claim must be filed before that date to be covered.
6. Not be covered by other insurance if there is other insurance from which your claim can be paid, you must first exhaust that coverage before the guaranty fund will pay any portion of the claim.



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Q: Do I need to file my claim with both the Liquidator and the guaranty fund?

A: The claims filings process differs by insolvency. In some instances, you need only file a claim with the Liquidator and it is automatically considered to be filed with the guaranty association. In other instances, it is necessary to file the claim separately with the Liquidator and the guaranty association. For this reason, it is important that you carefully read all the information you receive and follow the instructions you are provided. If in doubt, you should contact your state guaranty fund.

Q: How long will it take for the guaranty fund to pay my claim?

A: The amount of time it takes for a guaranty association to pay a claim can vary widely depending upon a number of factors, but claim payments usually begin as soon as possible following the Order of Liquidation. A period of 60-90 days is not uncommon. Many insurance carriers have their claims processed by a Third Party Administrator (TPA). If this is true with your claim, the amount of time needed to get all claim information might be extended as files are gathered from TPAs and transmitted to the guaranty associations.

Q: How can find out if my company was licensed in my state?

A: Check with your state Department of Insurance. They should have a listing of all admitted companies.

Q: What happens if the amount of my claim is larger than the maximum amount paid by the guaranty association?

A: If the amount of your claim exceeds the maximum limits of the state guaranty association, you may file a claim for the unpaid portion with the Liquidator.

Q: If my company is in liquidation, which state guaranty association should I contact with questions regarding my claim?

A: In most instances, the guaranty association for your state of residence will be responsible for your claims. However, if your claim relates to property located in another state, that state's guaranty association will generally have responsibility for the claim.

Q: Can I file my claim with more than one guaranty fund?

A: The state guaranty association system is intended to assign a given claim to only one guaranty association. In rare instances, it may be possible that one association has primary responsibility for a claim, and another state guaranty association has secondary liability. In such cases it may be possible to file a claim with both associations, but in any event, the total amount paid cannot exceed the amount of coverage provided under your policy.

Q: Before my company went into liquidation, it was defending me in a lawsuit brought under my policy. What will happen now?

A: If the company is already defending the case, the guaranty association will take control of the case and will continue to defend or negotiate a settlement on your behalf. The defense and amount of coverage provided will be on the same terms and conditions provided for in your policy. However, once the guaranty fund pays the policy limits, it may no longer be obligated to continue providing a defense and will not pay any additional amounts above your policy limits.



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Q: My company is in rehabilitation and my claim has not been paid. Will the insurance guaranty fund pay my claim?

A: Usually not. The provisions of the state guaranty laws in most states apply only when a state court issues an Order of Liquidation (OIL) with a finding of insolvency.

Q: Will unused premium be refunded by the Insolvent Carrier or by the NCIGA?

A: NCIGA will issue all return premium payments.

Q: Do I need to do anything to receive my Return Premium Claim?

A: The Receiver will calculate return premium amounts and send those to the NCIGA for payment. You do not need to do anything.

Q: Will I receive 100% of my unused/prorated premium?

A: Policyholder refunds will include unused/prorated premium. The NC Guaranty Act requires that Unearned Premium Claims be at least \$50. The maximum the NCIGA will pay on these claims is \$10,000.

Q: How long will it take for me to receive my Premium Refund?

A: Generally, Guaranty Associations do not receive UEP claims for a minimum of 30 days post insolvency but the length of time may vary by insolvency.

Q: Will Return Premium payments be paid via check or electronically deposited in my account?

A: Return Premium payments will be issued by check.

Q: For homeowners Premium Refund claims, will refunds be paid and sent to the Policyholder or to the mortgage company?

A: Generally, return premium payments are paid and sent to the Policyholder