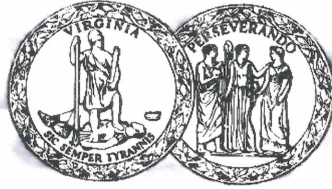


COMMONWEALTH OF VIRGINIA

SCOTT A. WHITE
COMMISSIONER OF INSURANCE
STATE CORPORATION COMMISSION
BUREAU OF INSURANCE



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July 30, 2018

Mr. Aaron Schulenburg
SCRS Executive Director
P. O. Box 909
Prosser, WA 99350

RE: Request for Information

Dear Mr. Schulenburg:

Commissioner White asked me to respond to your letter of June 21, 2018. The Bureau of Insurance is a division of the Virginia State Corporation Commission. Our mission is to ensure that citizens of the Commonwealth are provided with access to adequate and reliable insurance protection; that the insurance companies selling policies are financially sound to support payment of claims; that the agents selling company policies are qualified to conduct their business according to statutory and regulatory requirements, as well as acceptable standards of conduct; and that the insurance policies are of high quality and are fairly priced.

The Bureau's regulatory oversight with respect to claims are part of the Laws and Regulations of Virginia; specifically, Sections 38.2-500-10 (Unfair claim settlement practices), 38.2-517 (Unfair settlement practices; replacement and repair; penalty) of the Code of Virginia and 14VAC5-400 (Rules Governing Unfair Claim Settlement Practices). Virginia does not have any statute that addresses the issues raised in Seebachan v. Eagle. A review of our records indicates that the Bureau has not received any complaints with similar facts and we are not aware of similar litigation in Virginia.

The Bureau, pursuant to Section 38.2-2218 of the Code of Virginia, has standard personal automobile motor vehicle policy forms which all insurers must use. Those forms do not require insurers to accept manufacturers procedures for repair, nor do they prohibit insurers from accepting those procedures. An exclusion where costs associated with such procedures are not covered would not be approved because the exclusion would provide less coverage than the standard policy form.

In the event of a dispute involving any automobile physical damage claim, the Bureau is the entity for the car owner or repair shop to file a complaint. The Bureau investigates those complaints and reviews all the circumstances to assist in resolving the matter.

Please contact me if you have any questions or need further information.

Sincerely,

Donald Beatty
Deputy Commissioner
Policy, Compliance, and Administrative Division
Bureau of Insurance