

PUBLIC REPORT OF EXAMINATION OF THE CLAIMS

PRACTICES OF THE

INFINITY INSURANCE COMPANY
NAIC # 22268 CDI# 3632-7

AS OF DECEMBER 31, 2001

STATE OF CALIFORNIA



DEPARTMENT OF INSURANCE

FIELD CLAIMS BUREAU

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CALIFORNIA DEPARTMENT OF INSURANCE

Consumer Services and Market Conduct Branch
Field Claims Bureau, 11th Floor
Ronald Reagan State Office Building
300 South Spring Street
Los Angeles, CA 90013



April 22, 2002

The Honorable Harry W. Low
Insurance Commissioner
State of California
45 Fremont Street
San Francisco, California 94105

Honorable Commissioner:

Pursuant to instructions, and under the authority granted under Part 2, Chapter 1, Article 4, Sections 730, 733, 736, and Article 6.5, Section 790.04 of the California Insurance Code; and Title 10, Chapter 5, Subchapter 7.5, Section 2695.3(a) of the California Code of Regulations, an examination was made of the claims practices and procedures in California of:

Infinity Insurance Company

NAIC #22268

Hereinafter referred to as the Company.

This report is made available for public inspection and is published on the California Department of Insurance web site (www.insurance.ca.gov) pursuant to California Insurance Code section 12938.

SCOPE OF THE EXAMINATION

The examination covered the claims handling practices of the aforementioned Company during the period January 1, 2001 through December 31, 2001. The examination was made to determine whether the Company is properly reporting vehicles determined to be a Total-Loss to the Department of Motor Vehicles as “salvage” or “nonrepairable”, and if the Company has conformed to provisions of the California Insurance Code (CIC), the California Code of Regulations (CCR), the California Vehicle Code (CVC) and case law with regard to this reporting requirement. The examination was limited to a sample of insurer retained Total-Loss collision files. The examiner reviewed the files to identify that the “salvage” or “nonrepairable” title transfer had taken place as evidenced by the “salvage” or “nonrepairable” certificate that was issued or a Motor Vehicle record indicating a “salvage” or “nonrepairable” title had been recorded. This report contains only alleged violations of Section 790.03 and Title 10, California Code of Regulations, Section 2695 et al.

To accomplish the foregoing, the examination included:

1. A review of the guidelines, procedures, training plans and forms adopted by the Company for use in California including any documentation maintained by the Company in support of positions or interpretations of fair claims settlement practices.
2. A review of the application of such guidelines, procedures, and forms, by means of an examination of claims files and related records.
3. A review of consumer complaints received by the California Department of Insurance (CDI) in the most recent year prior to the start of the examination.

The examination was primarily conducted at the Company’s claims office in Artesia, California.

The report is written in a “report by exception” format. The report does not present a comprehensive overview of the subject insurer’s practices. The report contains only a summary of pertinent information about the lines of business examined and details of the non-compliant or problematic activities or results that were discovered during the course of the examination along with the insurer’s proposals for correcting the deficiencies. When a violation is discovered that results in an underpayment to the claimant, the insurer corrects the underpayment and the additional amount paid is identified as a recovery in this report. All unacceptable or non-compliant activities may not have been discovered, however, and failure to identify, comment on or criticize activities does not constitute acceptance of such activities.

Any alleged violations identified in this report and any criticisms of practices have not undergone a formal administrative or judicial process.

CLAIM SAMPLE REVIEWED AND OVERVIEW OF FINDINGS

The examiners reviewed files drawn from the category of Closed Claims for the period January 1, 2001 through December 31, 2001, commonly referred to as the “review period”. The examiners reviewed 100 Infinity Insurance Company collision total-loss claim files in which the insurer retained the total-loss vehicle. The sample size was determined by the Department’s random sampling program using a 95% confidence level, or 100 files, whichever was greater. The examiners cited no claims handling violations of the Fair Claims Settlement Practices Regulations and/or California Insurance Code Section 790.03 within the scope of this report.

INFINITY INSURANCE COMPANY			
CATEGORY	CLAIMS FOR REVIEW PERIOD	REVIEWED	CITATIONS
Collision	1,579	100	0
TOTALS	1,579	100	0

SUMMARY OF CRITICISMS, INSURER COMPLIANCE ACTIONS AND TOTAL RECOVERIES

There were no citations alleged or criticisms of insurer practices made within the scope of this report. There were no recoveries discovered within the scope of this report.