

**State of New Hampshire Insurance Department
56 Old Suncook Road
Concord, New Hampshire 03301**

**Paula T. Rogers
Commissioner**

**BULLETIN
Docket No. INS 01-006-AB**

TO: All Licensed Companies

DATE: April 9, 2001

FROM: Paula T. Rogers
Insurance Commissioner

SUBJECT: Annual Complaint Log

The purpose of this Bulletin is to remind companies that pursuant to RSA 417:4 XVII (c) of Chapter 417, companies must provide the Department an annual complaint log. For purposes of this Bulletin, the definition of complaint is a communication primarily expressing a grievance. Grievance is defined as any expression of dissatisfaction. That log should provide the following categorical listing of complaints:

<u>New Hampshire Complaints</u>	<u>Ins. Department</u>	<u>Company</u>
A. Cancellation		
B. Non-Renewal		
C. Claims (First Party)		
D. Claims (Third Party)		
E. Rating		
F. Sales		
G. Underwriting Procedures		
H. Miscellaneous		

If you have not submitted your Annual Complaint Log, please do so no later than April 30, 2001. In the future, annual complaint logs should be received by the Department by the last day in January for the preceding year. If logs are not filed by that date, appropriate fines and penalties will be assessed.

Annual Complaint Logs should be submitted to Colin Mitchell, Consumer Affairs Coordinator, Life, Accident Health Division or Susan A. Bonyai, Claims and Hearing Officer, Property & Casualty Division. If you have any questions on this Bulletin, you may address them to Ms. Bonyai or Mr. Mitchell.