

Insurers told not to cancel policies over crumbling concrete

By Eric Bedner

ebedner@journalinquirer.com

HARTFORD — In response to a complaint from a homeowner with a crumbling foundation, the state Insurance Department once again has updated a notice to insurance companies, directing them not to cancel or not renew coverage for affected homeowners.

“It has come to my attention that affected homeowners who have filed a claim on their insurance policy because of a crumbling foundation or suspicion of having a crumbling foundation, or even just made an inquiry to their insurer on the topic, could have this held against them,” Insurance Commissioner Andrew N. Mais said. “I am taking this opportunity to inform both insurers and homeowners that this will not be allowed.”

In the updated notice, Mais

■ Tax deductions for affected homeowners can include decks, driveways, lawns / Page 23

reminded carriers that state law prohibits canceling or not renewing a policy or increasing premiums based solely on questions or claims related to crumbling foundations.

It also instructs insurers that the use of a Comprehensive Loss Underwriting Exchange report or any other similar source of claim-related information regarding crumbling foundations will be prohibited in connection with underwriting, pricing, and configuring surcharges on new or renewed policies.

Finally, it informs insurers that the Insurance Department will not approve company underwriting rules or guidelines that allow a homeowner to be canceled, not renewed, or have a

premium increase based on unrepaired foundation damage or on the foundation being in a state of unrepair or under-repair.

“This provides homeowners with additional reassurance that their premiums will not be increased nor will their policies be canceled or non-renewed because of a crumbling foundations-related claim or inquiry to their insurance company,” Mais said. “I want to encourage my

fellow Connecticut residents in the affected areas to reach out to the Insurance Department’s consumer affairs unit at any time with any questions or inquiries.”

The notice, first issued in 2015, was updated in 2017 to include condo associations.

Those requesting assistance from the Insurance Department can call either 800-203-3447 or 860-297-3900, or email insurance@ct.gov.

JI 4-13-19