



American Family Insurance
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David Monaghan, CPCU
Government Affairs Counsel

January 18, 2018

Representative Jene Vickrey
Chairman, House Committee on Insurance
State Capital Building
300 SW 10th Ave. Room 276-W
Topeka, KS 66612

Re: American Family Insurance's support of House Bill 2469

Mr. Chairman and Members:

American Family Insurance insures approximately fifteen percent of the homes and twelve percent of the private passenger automobiles in the state. We offer insurance products through some 175 appointed producers who reside throughout the state.

We support House Bill 2469. The legislation requires insurers to notify political subdivisions before setting up claim centers to assist customers during catastrophic loss events. It also exempts certain claims handling operations from local ordinances and restrictions when responding to emergencies.

Insurers have specially trained catastrophe teams which are always ready to travel to where they are needed. When severe weather or disaster strikes an area, insurers call upon their catastrophe teams to set up claims centers near the damaged area to provide a convenient location where customers can get their questions answered, file claims, and, in some instances, receive immediate claim payments for additional living expenses.

From time to time, local ordinances have prohibited insurers from setting up claims centers at locations near the damage. In such instances, policyholders may face unnecessary delays and inconvenience in reporting claims, receiving payments, and obtaining the help they need, when they need it the most.

We urge you to support House bill 2469. Thank you for the opportunity to provide this information to the committee.

Sincerely,

David Monaghan