CALIFORNIA DEPARTMENT OF INSURANCE (CDI)

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CALIFORNIA DEPARTMENT OF INSURANCE OVERVIEW

- Enforce regulations on most lines of insurance and maintain insurer solvency
- Sets standards for agents and brokers licensing
- Resolve consumer insurance complaints
- Performs market conduct reviews of insurance companies
- Investigates and prosecutes insurance fraud

HOMEOWNERS INSURANCE

TYPES OF INSURERS

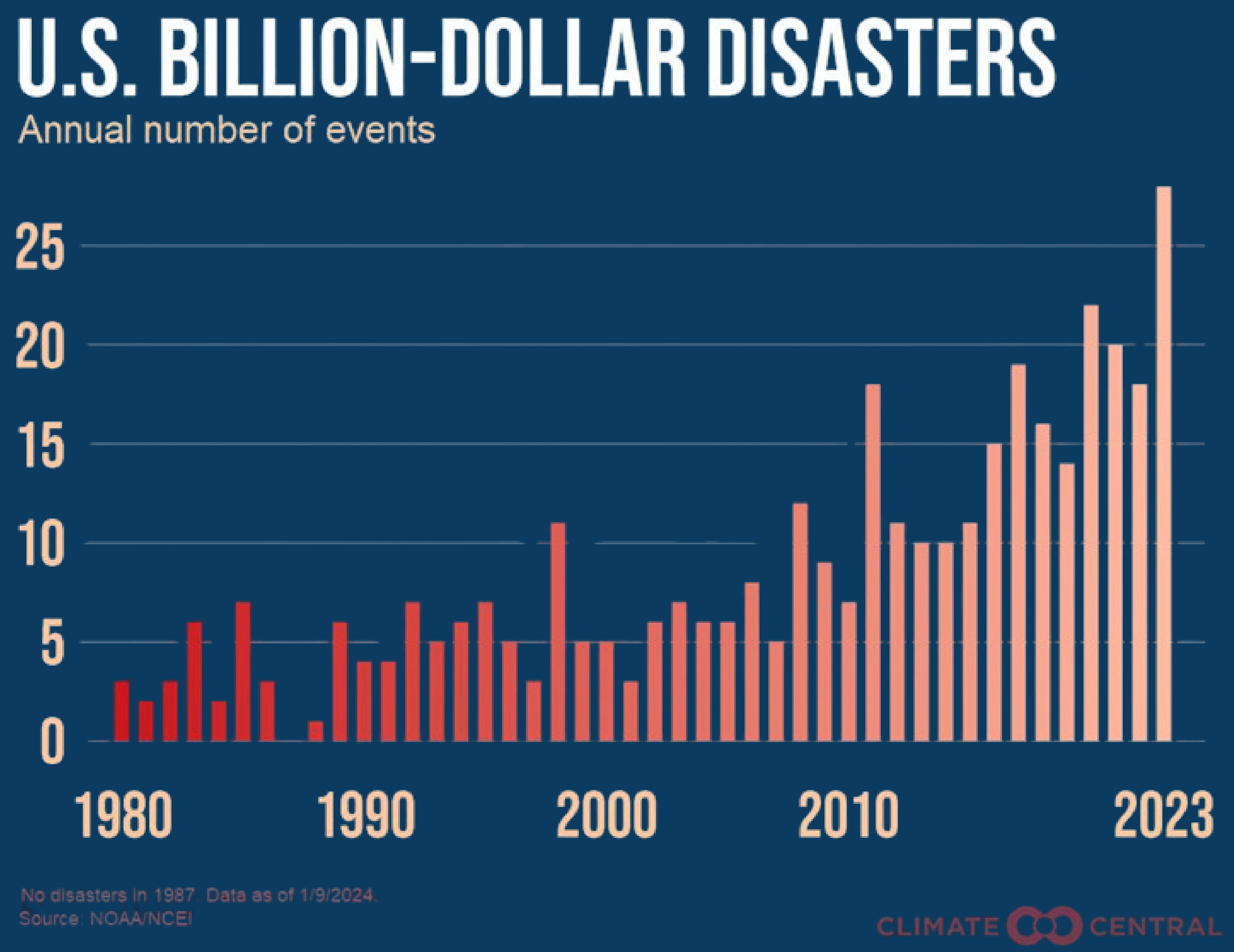
- Admitted Market
- Non-Admitted Market
- California Fair Plan

NOT COVERED IN TRADITIONAL HOMEOWNERS INSURANCE

- Flood Insurance
- Earthquake Insurance
- Difference in Conditions Policy

INSURANCE MARKET

- Prop 103 was the last Insurance reform - over 30 years ago
- Growing climate change threats
- Historic inflation
- Cost of reinsurance
- Fewer Insurance options
- Accelerated growth of the FAIR plan



SAFER FROM WILDFIRES (2022)

Mandates insurers offer premium discounts for homeowners implementing wildfire mitigations while rewarding risk reduction.

SUSTAINABLE INSURANCE STRATEGY (2023-2024)

Uses catastrophe modeling for precise wildfire risk pricing, factoring in mitigation at property, community, and landscape scales to ensure market stability.

CALIFORNIA SAFE HOMES GRANT PROGRAM (2025)

Grants for low-income homeowners in high fire hazard severity zones to fund defensible space and home hardening.

SAFER FROM WILDFIRES

PROTECT THE STRUCTURE, IMMEDIATE SURROUNDINGS & THE WHOLE COMMUNITY

PROTECT YOUR HOME OR BUSINESS:

- Class A Fire-rated roof
- 5-foot ember-resistant zone
- Noncombustible 6-inch area at the bottom of exterior walls
- Ember and fire-resistant vents
- Upgraded windows (double-paned or added shutters)
- Enclosed eaves

PROTECT IMMEDIATE SURROUNDINGS:

- Clear vegetation and debris from under decks
- Remove combustible sheds and other outbuildings
- Defensible space compliance (trim trees, remove brush and debris from yard)

PROTECT THE WHOLE COMMUNITY:

- Achieve community-wide risk mitigation recognition as a Firewise or Fire Risk Reduction Community
- Minimum 8 dwelling units or as large as 2,500 can create an action plan

SAFER FROM WILDFIRES

KEY POINT:

Fortify homes through the "Safer from Wildfires" program to build wildfire resilient communities.

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SUSTAINABLE INSURANCE STRATEGY

MODERNIZES INDUSTRY, MAKES INSURANCE ACCESSIBLE, MAINTAINS RESILIENT MARKET & PROTECTS CONSUMERS

Major Components:

- **CATASTROPHE MODELS** use technology to provide accurate pricing options
- **MODERNIZES** Department's rate review process
- **REQUIRES** insurance companies to write in High Wildfire Severity Zones

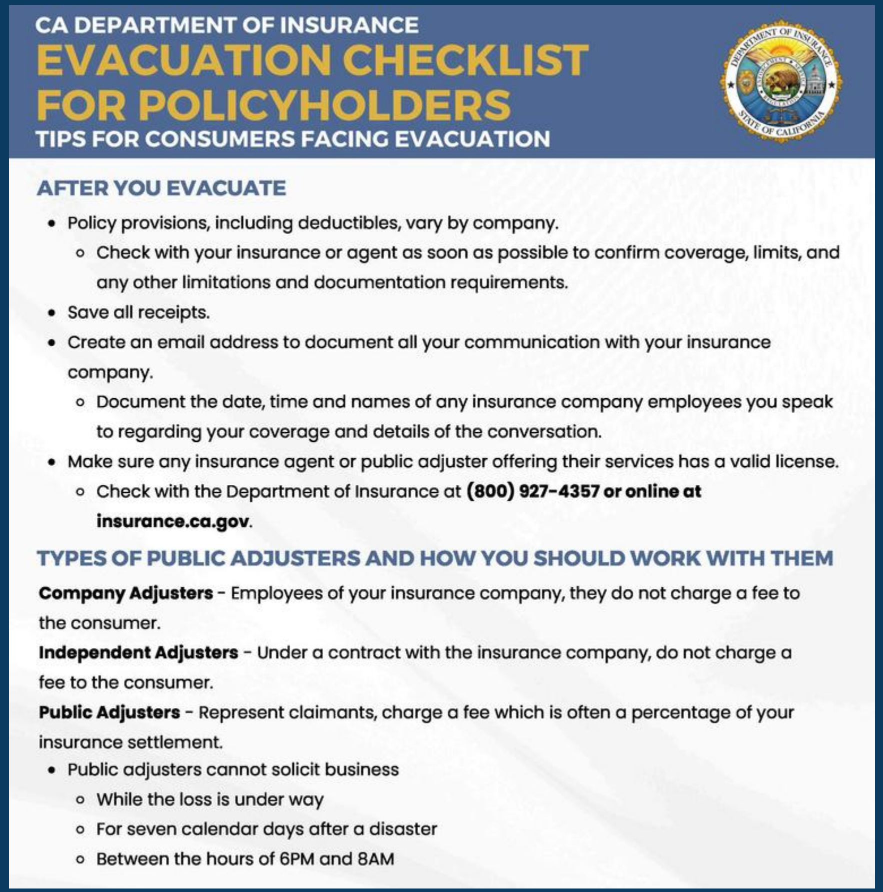
INSURERS UPDATES

Under the Sustainable Insurance Strategy, eleven companies have committed to growing in California, with more insurers expected to follow.

1. **CSAA**
   Effective 3/01/2026
2. **USAA (4 Companies)**
   Effective 4/30/2026
3. **California Casualty**
   Effective 5/1/2026
4. **Mercury**
   Effective 7/1/2026
5. **Pacific Specialty**
   Effective 7/1/2026

CDI RESOURCES

- Understanding your Policy
- Cancellation notices
- How to start a claim
- Complaints regarding your claim
- Home Inventory Guide
- Find over 100 admitted carriers
- CA Low Cost Auto Insurance Program
- Senior Gateway



CA DEPARTMENT OF INSURANCE
EVACUATION CHECKLIST FOR POLICYHOLDERS
TIPS FOR CONSUMERS FACING EVACUATION

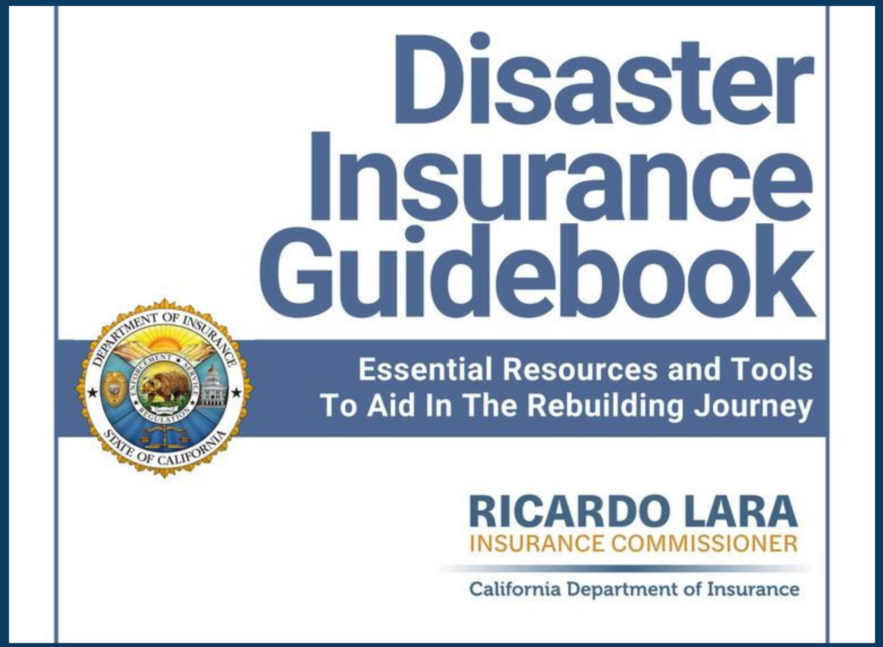
AFTER YOU EVACUATE

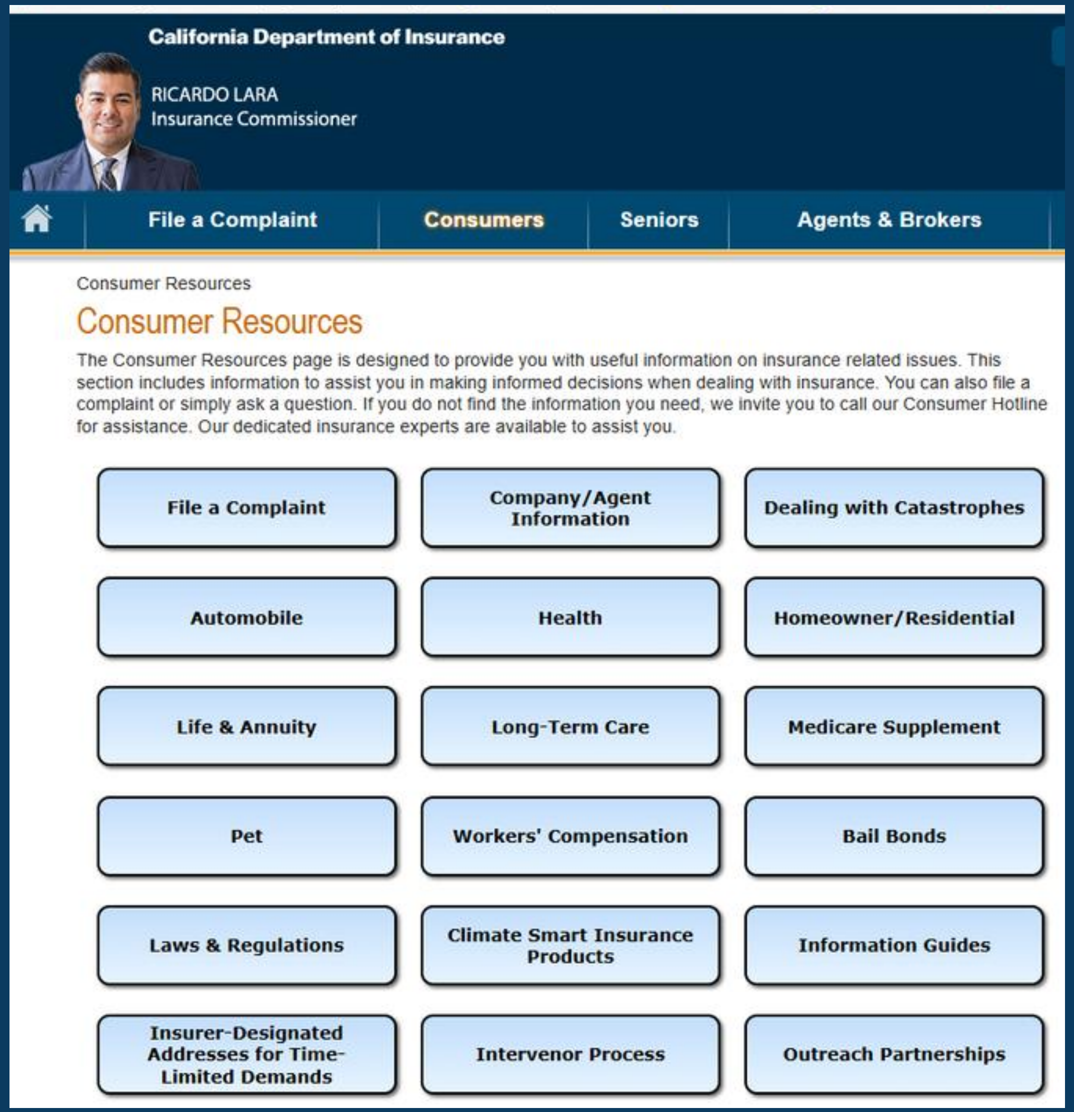
- Policy provisions, including deductibles, vary by company.
  - Check with your insurance or agent as soon as possible to confirm coverage, limits, and any other limitations and documentation requirements.
- Save all receipts.
- Create an email address to document all your communication with your insurance company.
  - Document the date, time and names of any insurance company employees you speak to regarding your coverage and details of the conversation.
- Make sure any insurance agent or public adjuster offering their services has a valid license.
  - Check with the Department of Insurance at **(800) 927-4357 or online at insurance.ca.gov**.

TYPES OF PUBLIC ADJUSTERS AND HOW YOU SHOULD WORK WITH THEM

Company Adjusters - Employees of your insurance company, they do not charge a fee to the consumer.
Independent Adjusters - Under a contract with the insurance company, do not charge a fee to the consumer.
Public Adjusters - Represent claimants, charge a fee which is often a percentage of your insurance settlement.

- Public adjusters cannot solicit business
  - While the loss is under way
  - For seven calendar days after a disaster
  - Between the hours of 6PM and 8AM





- Information Guides
- General Questions
- Home Hardening Grants

www.insurance.ca.go

CONSUMER ALERTS

STAY INFORMED SIGN UP!

NEW REGULATIONS,

CONSUMER SAFETY EDUCATION,

FRAUD PREVENTION,

UNFAIR AND DECEPTIVE BUSINESS PRACTICES,

INSURANCE ISSUES

www.surveymonkey.com/r/CDIALERT

WE CARE ABOUT WHAT YOU THINK

PLEASE GIVE US YOUR FEEDBACK:

NAME
Sharon Smith
Community Relations and Outreach

qrco.de/psurvey2
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For GENERAL QUESTIONS AND POLICY SPECIFIC INQUIRIES:

CALL 800-927-4357

www.insurance.ca.gov

LEGISLATIVE SPONSORED BILLS

INTERLOCKING LEGISLATIVE STRATEGY FOR IMPROVING POST-DISASTER RECOVERY

1

SMOKE DAMAGE RECOVERY ACT

AB1795-Assemblymember Gipson

Smoke damage restoration standards

2

DISASTER RECOVERY REFORM ACT

SB876- Senator Padilla

Coverage gaps and policy clarity

3

MAKE IT FAIR ACT

AB1680-Assemblymember Calderon

FAIR Plan reform and accountability

STATEWIDE EDUCATION SERIES

TOPICS & DATES

RECORDINGS

Auto Insurance

Life Annuities & Seniors

Residential Insurance

Share with your networks.
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JOIN US :

August 19
Health Insurance

October 21
Business Insurance