



Understanding Property Coverage

Illinois Department of Insurance

122 S. Michigan Ave., 19th Floor

Chicago, IL 60603

320 W. Washington Street

Springfield IL, 62767

Overview

- Your Illinois Department of Insurance
- Homeowners Policy Provisions
- Policy Shopping Tips
- How to Handle Losses
- Public Adjusters
- Consumer Complaint Process
- How to Reach Us

Our mission is:

“to protect consumers by providing assistance and information, by efficiently regulating the insurance industry’s market behavior and financial solvency, and by fostering a competitive insurance marketplace.”

We can assist with:

- Insurance coverage questions
- Claim disputes
- Premium payment disputes
- Policy cancellations/non-renewals
- Explain rights and responsibilities you have under your insurance policies
- Enrollment in Affordable Care Act Marketplace plan

General Homeowners Policy Provisions



Dwelling and Other Structures

- Dwelling - Covers damage to the home. Face amount of policy is the most you will receive if home is totally destroyed.
- Other Structures - Covers damage to other structures or buildings such as fencing, detached garage, or work shed.

Personal Property and Loss of Use

- Personal Property - Covers damage or loss. Includes household contents and other personal belongings used, owned, or worn by you and your family.
- Loss of Use - Covers additional living expenses when house cannot be occupied due to covered loss.

Personal Liability

- Comprehensive Personal Liability - Protects you against claims arising from accidents to others on property you own or rent. With few exceptions, such as auto or boating accidents, it is an all purpose liability policy that follows you wherever you go.

Medical Expense

- Coverage is limited to an amount per person and per accident for injuries on your premises caused by you, a family member, or your pets. Payment made regardless of legal liability.
- Not paid for injuries to insureds or regular residents of insured location.

Covered Perils

Peril - An event causing damage to your property. Typical covered perils include:

- Fire or lightning
- Windstorm or hail
- Theft
- Water damage from plumbing or leak in roof

The standard policy does NOT cover flood damage.

Purchasing Flood Coverage

You can purchase flood insurance through:

- National Flood Insurance Program (NFIP) - federally managed by FEMA, not the Illinois Department of Insurance. Contact FEMA Directly - floodsmart.gov or 877-336-2627
- Licensed insurance agents selling private flood insurance

General Shopping Tips

- Shop Around Before You Buy
 - Compare Deductibles
 - Replacement Cost vs Actual Cash Value
- Questions to Ask Agents:
 - Are you licensed by my state insurance department? For how long?
 - What does the policy cover? What doesn't it cover? What are the limits to the coverages?
 - What types of water damage are covered? Is mold covered?
 - Do I qualify for any discounts?

Prepare Before a Loss

- Prepare an Inventory - update regularly:
Resource: NAIC Home Inventory App available on the App Store and Google Play. You can:
 - Create and protect a record of your belongings
 - Group belongings by category
 - Scan barcodes for accuracy
 - Upload and export photos with ease
 - Find disaster preparation advice
 - Review information about filing claims
- Annual coverage review with agent

Following a Loss: Insured Responsibilities

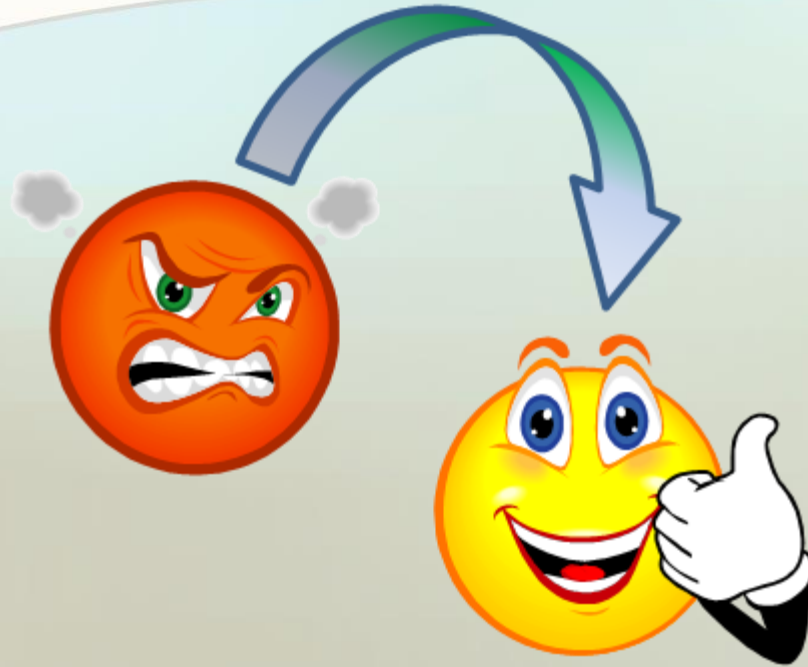
- Report all losses to company ASAP
- Document all damage prior to removal or repair
- Protect property from further damage to best of your ability - **SAFELY**
- Cooperate with insurer
- Provide insurer a detailed inventory of all damaged/destroyed personal property - more detail the better
- Keep all receipts and bills from damage mitigation efforts and repairs
- Refer to policy regarding any other requirements following a loss

Public Adjusters

- Company vs. independent vs. public adjuster
- Public Adjuster fees are NOT covered by your insurance policy. A signed, written contract is required.
- Public adjusters are required to be licensed with the Illinois Department of Insurance.



Consumer Complaint Process



Ways to file a consumer complaint:

- <https://mc.insurance.Illinois.gov/messagecenter.nsf>
- DOI.complaints@illinois.gov
- Fax - (217) 558-2083
- Mail copies only to Department of Insurance, Springfield office



Department Contact Information

- (866) 445 - 5364 - toll free
- DOI.InfoDesk@illinois.gov
- <http://insurance.illinois.gov/>



