



DOMESTIC AND FOREIGN INSURERS BULLETIN NO. 98

TO: ALL ADMITTED AND APPROVED DOMESTIC AND FOREIGN INSURANCE COMPANIES

RE: DIRECT CONTACT INFORMATION REQUESTED FOR UCAA FORM 14 CONTACT TYPES

DATED: December 28, 2017

REVISED: January 8, 2018

REVISED: February 5, 2026

The original purpose of this Bulletin was to direct carriers to ensure that any employee corresponding with the Department regarding consumer complaint investigations provides their direct telephone number and email address. The absence of direct contact information delays the resolution of consumer matters by requiring investigators to communicate through generic company inboxes. Direct access to the appropriate representative enables more efficient and timely communication.

This revised Bulletin expands that expectation to request carriers to provide direct contact information for each contact type listed on UCAA Form 14, ensuring the Department can reach the appropriate representative without unnecessary delay. Carriers may update their UCAA Form 14 contact information at any time through SBS for Organizations. The Department will also continue to accept UCAA Form 14 submissions directly from carriers that choose to provide updates in that manner.

To support timely regulatory coordination, carriers are expected to notify the Department of any changes to contact information within 30 days of a personnel change. With the exception of the Catastrophe/Disaster Coordination Contact, which must be submitted immediately to ensure the Department can reach the appropriate representatives during critical events. Carriers should also conduct an annual review of their contact information in State-Based Systems (SBS) and update it as necessary.

Questions regarding this bulletin should be directed to Consumer Services at compliance@delaware.gov.

Questions regarding SBS for Organizations or UCAA Form 14 should be directed to Company Regulation at berg@delaware.gov.

Note: This Bulletin is intended solely for informational purposes. It is not intended to set forth legal rights, duties, or privileges, nor is it intended to provide legal advice. Readers should consult applicable statutes and rules and contact the Delaware Department of Insurance if additional information is needed

This Bulletin shall be effective immediately and shall remain in effect unless withdrawn or superseded by subsequent law, regulation or bulletin.

A handwritten signature in blue ink that reads "Trinidad Navarro". The signature is written in a cursive style and is positioned above a horizontal line.

Trinidad Navarro

Delaware Insurance Commissioner