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SENATE BILL NO. 652

AMENDMENT IN THE NATURE OF A SUBSTITUTE
(Proposed by the Senate Committee on Commerce and Labor
on January 26, 2026)

(Patron Prior to Substitute—Senator Srinivasan)

A BILL to direct the State Corporation Commission's Bureau of Insurance to submit a report on customer satisfaction information from property and casualty insurance providers; report.

Be it enacted by the General Assembly of Virginia:

1. § 1. *As part of existing requirements for the State Corporation Commission's Bureau of Insurance (the Bureau) to submit annual findings and reports on companies issuing property and casualty insurance policies in the Commonwealth, the Bureau shall submit an additional report no later than December 1, 2026, and annually thereafter, summarizing the results and relevant information from property and casualty insurance customer satisfaction surveys conducted by or on behalf of such companies. The Bureau shall request submission of customer satisfaction information from such companies, which shall then submit such information to the Bureau on a quarterly basis. The Bureau may also make findings and recommendations related to the customer satisfaction information submitted pursuant to this act and include such findings and recommendations in its report.*

SENATE SUBSTITUTE

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