

1 VIRGINIA ACTS OF ASSEMBLY — CHAPTER

2 *An Act to direct the State Corporation Commission's Bureau of Insurance to submit a report on customer*
3 *satisfaction information from property and casualty insurance providers; report.*

4 [S 652]
5 Approved

6 **Be it enacted by the General Assembly of Virginia:**

7 **1. § 1.** *As part of existing requirements for the State Corporation Commission's Bureau of Insurance (the*
8 *Bureau) to submit annual findings and reports on companies issuing property and casualty insurance*
9 *policies in the Commonwealth, the Bureau shall submit an additional report no later than December 1,*
10 *2026, and annually thereafter, summarizing the results and relevant information from property and casualty*
11 *insurance customer satisfaction surveys conducted by or on behalf of such companies. The Bureau shall*
12 *request submission of customer satisfaction information from such companies, which shall then submit such*
13 *information to the Bureau on a quarterly basis. The Bureau may also make findings and recommendations*
14 *related to the customer satisfaction information submitted pursuant to this act and include such findings and*
15 *recommendations in its report.*

ENROLLED

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