

**State: Virginia**

<http://www.scc.virginia.gov/division/boi/index.htm>

<b>BUYING ASSISTANCE</b>	Online source of indicated information:
<b>Automobile</b>	
a. Types and features	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm</a>
b. How to compare or lower costs	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm</a>
c. Price information	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autosamplepremium07.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autosamplepremium07.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b3.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b3.htm</a>
d. Date of price information	The date of the price information is found on the Sample Premium Table found at the link shown in c
e. Solvency ratings	
f. Solvency links	
<b>Homeowners</b>	
a. Types and features	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homeinsguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homeinsguide06.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm</a>
b. How to compare or lower costs	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homeinsguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homeinsguide06.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm</a>
c. Price information	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homesamplepremium07.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homesamplepremium07.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b2.htm</a>
d. Date of price information	The date of the price information is found on the Sample Premium Table found at the link shown in c
e. Solvency ratings	
f. Solvency links	
<b>PUBLIC ENFORCEMENT</b>	
<b>Market conduct exams</b>	

<b>Consumer alerts</b>	
	<a href="http://www.scc.virginia.gov/division/boi/webpages/boiconsumernews.htm">http://www.scc.virginia.gov/division/boi/webpages/boiconsumernews.htm</a>
<b>Company search function</b>	
a. Licensing information	<a href="http://www.scc.virginia.gov/division/boi/external/app/companylookup/">http://www.scc.virginia.gov/division/boi/external/app/companylookup/</a>
b. Disciplinary actions	<a href="http://docket.scc.state.va.us/vaproduct/main.asp">http://docket.scc.state.va.us/vaproduct/main.asp</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boiproductadmin.htm">http://www.scc.virginia.gov/division/boi/webpages/boiproductadmin.htm</a>
<b>Agent search function</b>	
a. Licensing information	<a href="http://www.scc.virginia.gov/division/boi/external/app/agentlookup/">http://www.scc.virginia.gov/division/boi/external/app/agentlookup/</a>
b. Disciplinary actions	<a href="http://docket.scc.state.va.us/vaproduct/main.asp">http://docket.scc.state.va.us/vaproduct/main.asp</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boiproductadmin.htm">http://www.scc.virginia.gov/division/boi/webpages/boiproductadmin.htm</a>
<b>COMPLAINTS AND CLAIMS ASSISTANCE</b>	
<b>Online complaint submission</b>	
	<a href="https://www.scc.virginia.gov/division/boi/external/app/boicomplaint/">https://www.scc.virginia.gov/division/boi/external/app/boicomplaint/</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boifilecomplaint.htm">http://www.scc.virginia.gov/division/boi/webpages/boifilecomplaint.htm</a>
<b>Complaint data/index</b>	
a. Automobile	
b. Homeowners	
<b>Claim settlement tips</b>	
a. Good faith explanation	
b. Record keeping tips	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm</a>
c. Timing of claims	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm</a>

d. First and third party claims	
e. Settlement timing	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/autoguide06.pdf</a>  <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm</a>
f. Complaint filing	<a href="http://www.scc.virginia.gov/division/boi/webpages/boifilecomplaint.htm">http://www.scc.virginia.gov/division/boi/webpages/boifilecomplaint.htm</a>
g. Attorney help	<a href="http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homeinsguide06.pdf">http://www.scc.virginia.gov/division/boi/webpages/inspagedocs/homeinsguide06.pdf</a>  <a href="http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm">http://www.scc.virginia.gov/division/boi/webpages/boivaautoinsurance2b2.htm</a> <a href="http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm">http://www.scc.virginia.gov/division/boi/webpages/boivahomeownersinsuranceguide2b1.htm</a>