
HOUSE BILL 1578

State of Washington

64th Legislature

2015 Regular Session

By Representatives Kirby and Vick

Read first time 01/23/15. Referred to Committee on Business & Financial Services.

1 AN ACT Relating to authorizing insurers to offer customer
2 satisfaction benefits; and adding a new section to chapter 48.18 RCW.

3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

4 NEW SECTION. **Sec. 1.** A new section is added to chapter 48.18
5 RCW to read as follows:

6 An insurer may include contractual benefits based on customer
7 satisfaction as part of an insurance policy. The insurer must file
8 the policy or endorsement for approval as required by RCW 48.18.100.
9 The contractual benefits may include sums of money provided or
10 credited to a policyholder if the policyholder is dissatisfied with
11 the service provided by their insurer. A sum that is provided to or
12 credited to a policyholder as part of an approved contractual benefit
13 based on customer satisfaction is not "premium" for the purposes of
14 RCW 48.18.170.

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