

CERTIFICATION OF ENROLLMENT

ENGROSSED HOUSE BILL 1578

Chapter 121, Laws of 2016

64th Legislature
2016 Regular Session

INSURANCE--CUSTOMER SATISFACTION BENEFITS

EFFECTIVE DATE: 6/9/2016

Passed by the House February 16, 2016
Yeas 97 Nays 0

FRANK CHOPP

Speaker of the House of Representatives

Passed by the Senate March 1, 2016
Yeas 47 Nays 0

BRAD OWEN

President of the Senate

Approved March 31, 2016 4:10 PM

JAY INSLEE

Governor of the State of Washington

CERTIFICATE

I, Barbara Baker, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **ENGROSSED HOUSE BILL 1578** as passed by House of Representatives and the Senate on the dates hereon set forth.

BARBARA BAKER

Chief Clerk

FILED

April 1, 2016

**Secretary of State
State of Washington**

ENGROSSED HOUSE BILL 1578

Passed Legislature - 2016 Regular Session

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 (1) 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. A policy premium reduced by such a credit will be
15 taxed on the full cost of the premium before application of the
16 customer satisfaction credit.

17 (2) This section applies only to personal insurance as defined in
18 RCW 48.18.545(1)(g).

Passed by the House February 16, 2016.
Passed by the Senate March 1, 2016.
Approved by the Governor March 31, 2016.

Filed in Office of Secretary of State April 1, 2016.

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