WSR 26-15-007
PERMANENT RULES
OFFICE OF THE
INSURANCE COMMISSIONER

[Insurance Commissioner Matter R 2024-07—Filed July 2, 2026, 1:19 p.m., effective August 2, 2026]

Effective Date of Rule: Thirty-one days after filing.

Purpose: The original premium change transparency rules were adopted in 2023 in chapter 284-30A WAC. These adopted rules outlined administrative regulations to achieve transparency for policyholders receiving premium increases from insurers at renewal on policies like residential property and private passenger auto. The insurance commissioner is adopting rules to create a new phase two with additional insurer requirements and to delay the implementation date of the original phase two, proposed as the new phase three, until 2029.

Citation of Rules Affected by this Order: Repealing WAC 284-30A-060; and amending WAC 284-30A-040, 284-30A-050, 284-30A-070, 284-30A-080, and 284-30A-090.

Statutory Authority for Adoption: RCW 48.30.010 and 48.02.060 to effectuate RCW 48.01.030, 48.18.180, 48.18.2901, 48.18.292, 48.18.480, 48.18.545, 48.19.020, 48.19.030, and 48.19.035.

Adopted under notice filed as WSR 26-10-079 on May 6, 2026.

A final cost-benefit analysis is available by contacting Rules Coordinator, P.O. Box 40255, Olympia, WA 98504-0255, phone 360-725-7171, fax 360-586-3109, email RulesCoordinator@oic.wa.gov.

Number of Sections Adopted in Order to Comply with Federal Statute: New 0, Amended 0, Repealed 0; Federal Rules or Standards: New 0, Amended 0, Repealed 0; or Recently Enacted State Statutes: New 0, Amended 0, Repealed 0.

Number of Sections Adopted at the Request of a Nongovernmental Entity: New 0, Amended 0, Repealed 0.

Number of Sections Adopted on the Agency's own Initiative: New 0, Amended 5, Repealed 1.

Number of Sections Adopted in Order to Clarify, Streamline, or Reform Agency Procedures: New 0, Amended 0, Repealed 0.

Number of Sections Adopted using Negotiated Rule Making: New 0, Amended 0, Repealed 0; Pilot Rule Making: New 0, Amended 0, Repealed 0; or Other Alternative Rule Making: New 0, Amended 5, Repealed 1.

Date Adopted: July 2, 2026.

Patty Kuderer
Insurance Commissioner

RDS-7005.4

AMENDATORY SECTION (Amending WSR 23-13-114, filed 6/21/23, effective 6/1/24)

WAC 284-30A-040 Premium change transparency thresholds. (1) Beginning June 1, 2024, and effective until ((~~June~~)) March 1, 2027, insurers shall provide reasonable explanations, for insurance policies as described in WAC 284-30A-020, upon written request by the policyholder, for any premium increase occurring at renewal.

(2) Beginning March 1, 2027, insurers shall provide reasonable explanations and no more than the top three primary factors, disclosing the causes of premium increases for insurance policies as described in WAC 284-30A-020, upon written request by the policyholder, for any premium increase occurring at renewal. There is no requirement for these primary factors to be associated with a dollar amount or percentage of increase.

(3) Beginning ((~~June~~)) January 1, ((~~2027~~)) 2029, insurers shall provide premium change notices, with reasonable explanations and primary factors, disclosing the causes of premium increases for insurance policies as described in WAC 284-30A-020. Insurers shall provide premium change notices automatically when a renewal will result in a 10 percent premium increase or more, or upon written request by the policyholder for any premium increase occurring at renewal.

AMENDATORY SECTION (Amending WSR 23-13-114, filed 6/21/23, effective 6/1/24)

WAC 284-30A-050 Premium change transparency administrative requirements. (1) Insurer premium change transparency disclaimer: Beginning June 1, 2024, insurers shall include a prominent disclaimer on the first page or view of renewal notices and renewal billing statements indicating, in at least 12-point type bold font, substantially similar language as the following: **"Policyholders receiving an increase to their premiums at renewal can request an explanation by contacting their insurer in writing. Please see Chapter 284-30A WAC for additional information on your right to an explanation for your rate increase."**

((~~(2)~~)) Insurers shall include their contact information in all premium change transparency to policyholders, and may include the producer's (if any)((~~,~~)) contact information.

(2) Insurer premium change transparency disclaimer: Beginning November 1, 2026, through December 31, 2028, insurers shall include this prominent disclaimer in at least 12-point font on the first page or view of renewal notices, emails relating to renewal notices, and renewal billing statements with the following:

"Did my premium go up? If your premium increases when your policy renews, **you have the right to ask your insurance company why and they must explain the reasons.** You must ask for the explanation in writing (this can be by email or another electronic message). But once asked, your company is required to explain the specific reasons for your increase. For more details about your rights, see Washington state rules (Chapter 284-30A WAC)."

Insurers shall include their contact information in all premium change transparency to policyholders, and may include the producer's (if any) contact information. The contact information must include an email and mailing address the consumer can use to provide a written request. If applicable, a website and online application link or address may be additionally provided.

(3) Consumers' written requests, and insurers' premium change transparency, are deemed to be requested and responded to at the date indicated by either postmark or electronic timestamp for delivery. In the event of duplicate requests or responses, for delivery by both mail and email, then this date will be determined as the earlier of either postmark or electronic timestamp for delivery.

(4) Insurers shall provide premium change transparency to the policyholder, and their producer (if any), according to the following:

(a) If upon written request, then no later than 20 calendar days from the receipt of the written request; and

(b) If upon renewal, due to a 10 percent premium increase or more, then automatically and no less than 20 calendar days prior to the effective date of the renewed policy.

(5) Insurers shall include a statement in all premium change transparency that the policyholder may contact their insurer to request additional information about the policyholder's premium increases.

(6) Insurers shall respond to and provide additional information for policyholder's subsequent requests for premium change transparency, no later than 20 calendar days from the receipt of any subsequent requests.

(7) Insurers shall send premium change transparency to policyholders in writing, and may send either explanations or notices via postal mail, or may deliver either in email or electronic format, if the policyholder has consented to receive notifications electronically. All electronic correspondence, notices, and deliveries must comply with chapter 48.185 RCW.

(8) Insurers may send premium change transparency to the policyholder individually or with renewal notices.

(9) Insurers may provide policyholders with access to a language translation service specific to the premium change transparency. This can include either written or telephonic translation services. If an insurer translates premium change transparency, then the translations must comply with WAC 284-20B-150.

(10) Insurers' records related to premium change transparency are subject to RCW 48.05.280. Insurers' records must be retrievable and made accessible to the commissioner during the retention period.

AMENDATORY SECTION (Amending WSR 23-13-114, filed 6/21/23, effective 6/1/24)

WAC 284-30A-070 Insurer communication standards. (1) Reasonable explanation is a communication standard that requires insurers to provide sufficient information, in terms and plain language that are understandable to an average policyholder, which enable the policyholder to figure out the basic nature of any premium increase.

(2) Primary factors is a communication standard that requires insurers to provide the actual reasons, including the specific rate and rating factors, that caused the premium increase. The primary factors are the following:

(a) Auto-related factors (car garaging location, driving record, miles driven, number of drivers, and number of vehicles), claims history, discounts, fees and surcharges, demographic factors (age, credit history, education, gender, marital status, and occupation), property related factors (age, location, and value), premium capping, and rate changes (including those subject to rate stability rules, transition rules, or premium-capping rules, as referenced in WAC 284-24-130).

(b) Insurers shall include the primary factors in the premium change notice, if applicable to the premium increase, with any premium change notices processed for renewals effective on or after ((~~June~~)) January 1, ((~~2027~~)) 2029. Factors not listed above as primary are con-

sidered as optional factors. Insurers may include additional optional factors not listed in this section, if applicable to the premium increase.

(3) Insurers may include composite rating variables in premium change transparency to inform policyholders of premium increases. However, if insurers include composite rating variables in their premium change transparency, then insurers shall explain the premium increase attributed to the composite rating variables.

(4) Insurers may include the use of estimated dollars in premium change transparency, if a reasonable explanation is provided by the insurers to the policyholders on the degree of accuracy estimated dollars achieve, as specifically applied to that policy and premium increase.

(5) Insurers may show separate impacts by the different perils or risks being covered and the type of coverage for each.

(6) This chapter does not prohibit insurers from sending premium change transparency for all premium increases beyond those required in this section.

AMENDATORY SECTION (Amending WSR 23-13-114, filed 6/21/23, effective 6/1/24)

WAC 284-30A-080 Premium change notice contents. (1) This section outlines the explanation required and minimum amount of information to include in the contents of the premium change notice. Insurers are permitted to provide additional information beyond these requirements.

(2) **Premium change notice.**

LICENSED INSURANCE COMPANY – NAME, ADDRESS, NAIC Number, & Notice Date

Policyholder Name, Policy Type, Covered Risks, Policy Number, Policy Period, and Effective Date

• We are notifying you of a premium increase to your insurance policy. Your premium for this insurance policy has increased from (Total Amount) **to** (Total Amount) (*insurers insert amounts*).

• Your premium is impacted by (*insurers insert primary factors such as auto-related factors, demographics, discounts, rates, and property related factors*)**, which will cause the price of your insurance to increase at renewal.**

• Here is an explanation for each ((~~reason of~~)) listed primary factor that contributed to your premium increase (*insurers shall communicate the reasons for the premium increases along with a corresponding explanation; beginning in January 2029 insurers' explanations must include the percentage or dollar change occurring to the policyholder's premium at renewal*)**:**

*Please note: Your future premiums may increase or decrease if you change your coverage, if there are changes in your risk characteristics that occur during this time frame, or by future rate change filings made by our company in your state.

If you have any questions, please contact your insurance company via telephone ( ), email ( ), postal mail ( ), or visit our website ( ).

AMENDATORY SECTION (Amending WSR 23-13-114, filed 6/21/23, effective 6/1/24)

WAC 284-30A-090 Penalties for noncompliance. (1) Insurers who fail to adhere to this chapter, including the provisions on content requirements, timing, notice, and retention, are considered to have committed unfair and deceptive practices, and will be subject to the

applicable remedies and penalties contained in chapters 284-30 WAC and 48.30 RCW.

(2) Insurers shall not enter into any agreement, arrangement, scheme, or understanding, or in any other manner pursue any course of conduct, designed or intended to avoid compliance with this chapter.

(3) Insurers are responsible for compliance with this chapter and cannot avoid liability by delegating premium change transparency requirements to third parties.

(4) Failure to use the premium change notice in WAC 284-30A-080 as the basis for the insurer's notice is a violation of this chapter.

REPEALER

The following section of the Washington Administrative Code is repealed:

WAC 284-30A-060	Premium change transparency notice requirements.