

2023

Catastrophe Response Plan User Manual

INDUSTRY ACCESS PORTAL
LOUISIANA DEPARTMENT OF INSURANCE

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Catastrophe Response Plan

ACT 157 of the Louisiana State Legislature requires Admitted insurers in Louisiana to maintain a comprehensive catastrophe response plan. The Catastrophe Response Plan module, developed for the Louisiana Department of Insurance, allows Admitted Insurers to submit this information via the LDI's Industry Access module.

Initial Plan

Begin the process for submitting your catastrophe response plan on the **Notice of Insurance Company Catastrophe Plan** page. The first catastrophe response plan that you submit will be an Initial Plan. Every subsequent submission will be a Supplemental Plan.

Add New Catastrophe Response Plan

To begin, click the *Add New* button.

Catastrophe Response Plan Module ? ssmith1@ldi.la.gov
This is a Test Company Two (9999999) Close Tab

Notice of Insurance Company Catastrophe Plan

[+ Add New](#)

Show entries Search:

Action	Plan Year	Date Submitted	Filing Type
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

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Louisiana Department of Insurance

The **Louisiana Department of Insurance Catastrophe Response Plan** page will open. On this page, you will enter your response plan information and attach your response plan.

The screenshot shows the top navigation bar with the title 'Catastrophe Response Plan Module' and user information 'ssmith1@ldi.la.gov' and 'This is a Test Company Two (9999999)'. A 'Close This Tab' button is visible. The main heading is 'Louisiana Department of Insurance Catastrophe Response Plan'. Below this is the 'Plan Info' section with a form containing:

- Catastrophe Response Plan Year: * (dropdown menu showing 2022)
- Plan Type: (text input showing Initial)
- File Date: (text input showing 12/13/2022)
- Do you write Homeowners, Vehicle, or Fire and Allied Lines? * (radio buttons for Yes and No)

 Below the Plan Info section is the 'Catastrophe Response Plan Requirements Checklist' with three numbered items and a 'List Page Numbers' button.

Plan Info

The **Plan Info** section displays the Plan Type and the File Date. In the **Plan Info** section:

Select the *Catastrophe Response Plan Year*.

This close-up shows the 'Plan Info' section. An orange arrow points to the 'Catastrophe Response Plan Year: *' dropdown menu, which currently displays '2022'. Other fields include 'Plan Type: Initial' and 'File Date: 12/13/2022'. The radio button for 'Yes' is selected.

Select if you write Homeowners, Vehicle, or Fire and Allied Lines.

This close-up shows the 'Plan Info' section. An orange arrow points to the radio buttons for 'Do you write Homeowners, Vehicle, or Fire and Allied Lines? *'. The 'Yes' radio button is selected, and the 'No' radio button is unselected. Other fields are visible in the background.

Catastrophe Response Plan Requirements Checklist

The **Catastrophe Response Plan Requirements Checklist** section contains a list of all information that must be included in your response plan. All fields are required. For each item in the checklist, enter the page number on which the information appears in your response plan.

Catastrophe Response Plan Requirements Checklist		List Page Numbers
1. Emergency contact information of key or essential personnel. *		<input type="text" value="1"/>
2. Alternative office locations or work sites likely to be used in the event of a catastrophe. *		<input type="text" value="2"/>
3. Procedures to address the following:		<input type="text"/>
A. The backup, storage, retrieval, and security of records and data used to adjust claims. *		<input type="text"/>
B. The handling and processing of claims, whether prior to or subsequent to the catastrophe. *		<input type="text" value="4"/>
C. Relevant training of staff. *		<input type="text" value="5"/>
D. Communication with agents, policyholders, and subscribers, in the event of mail delivery or other communication system disruption. Such communication shall address, at minimum, the process for filing a claim and the method whereby an agent, policyholder, or subscriber can obtain information concerning a claim. *		<input type="text" value="6"/>
E. The distribution of catastrophe claims information to policyholders or subscribers. *		<input type="text" value="7"/>
4. Considering the scale of the catastrophe and the number of policies issued in the affected area, the methodology for determining the following:		
A. The approximate number of field adjusters, desk adjusters, and other administrative personnel necessary to respond to the catastrophe. *		<input type="text" value="8"/>
B. The process through which the insurer will provide claims and administrative personnel to service policyholder and subscriber needs in a timely manner. *		<input type="text" value="9"/>
C. The process through which the insurer will provide logistical support for claims and administrative personnel in the area affected by the catastrophe. *		<input type="text" value="10"/>



Attach Catastrophe Response Plan

In the **Attach Catastrophe Response Plan** section, you must upload a PDF file of your catastrophe response plan. Click the *Select File* button.

Attach Catastrophe Response Plan

Document Type: Catastrophe Response Plan *


Select File... Drop files here to upload

Locate the file on your device and select it. The file will appear in the grid.

Attach Catastrophe Response Plan

Document Type: Catastrophe Response Plan *

Select File... ✓ Done

 test.pdf
File(s) uploaded successfully. ✕


Submit Catastrophe Response Plan

The form is ready to be submitted once you have completed all required fields. To submit your Initial Plan, click the *Submit* button.

Attach Catastrophe Response Plan

Document Type: Catastrophe Response Plan *

Select File... ✓ Done

 test.pdf
File(s) uploaded successfully. ✕

Return
Reset Form
Submit

View Catastrophe Response Plan

Your Initial Plan will now appear in the grid on the **Notice of Insurance Company Catastrophe Plan** page. To view your Initial Plan in read-only mode, click the *View* button in the grid.

Notice of Insurance Company Catastrophe Plan


+ Add New

Show

0

entries

Search:

	Plan Year	Date Submitted	Filing Type
 View	2022	12/16/2022	Initial

Showing 1 to 1 of 1 entries

Previous

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Next

Note: If you identify any issues with your Initial Plan submission, you can submit a Supplemental Plan to correct them.

Supplemental Plan

Begin the process for submitting your catastrophe response plan on the **Notice of Insurance Company Catastrophe Plan** page. After an Initial Plan has been submitted, every subsequent submission will be a Supplemental Plan.

Add New Catastrophe Response Plan

Begin by clicking the *Add New* button.

Notice of Insurance Company Catastrophe Plan

+ Add New

Show 10 ▼ entries

Search:

Action ↕	Plan Year ↕	Date Submitted ↕	Filing Type ↕
View	2022	12/16/2022	Initial

Showing 1 to 1 of 1 entries

Previous
1
Next

The **Louisiana Department of Insurance Catastrophe Response Plan** page will open. On this page, you will enter your response plan information and, if applicable, attach your response plan.

Catastrophe Response Plan Module ? ssmith1@ldi.la.gov
This is a Test Company Two (9999999) Close This Tab

Louisiana Department of Insurance Catastrophe Response Plan

Plan Info

Catastrophe Response Plan Year: *	Plan Type:	File Date:
2022 ▾	Supplemental	12/16/2022

How you made any changes to your previously submitted plan? * Yes No

Do you write Homeowners, Vehicle, or Fire and Allied Lines? * Yes No

Return Reset Form Submit

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Plan Info

The **Plan Info** section displays the Plan Type and the File Date. In the **Plan Info** section:

Select the *Catastrophe Response Plan Year*.

Louisiana Department of Insurance Catastrophe Response Plan

Plan Info

Catastrophe Response Plan Year: *	Plan Type:	File Date:
2022 ▾	Supplemental	12/16/2022

How you made any changes to your previously submitted plan? * Yes No

Do you write Homeowners, Vehicle, or Fire and Allied Lines? * Yes No

Return
Reset Form
Submit

Select if you have made any changes to your previously submitted plan.


Note: If you select *Yes*, you will be required to update to update your Catastrophe Response Plan Requirements Checklist in the next step.

Plan Info

Catastrophe Response Plan Year: *	Plan Type:	File Date:
2022 ▾	Supplemental	12/16/2022

How you made any changes to your previously submitted plan? * Yes No

Do you write Homeowners, Vehicle, or Fire and Allied Lines? * Yes No




Select if you write Homeowners, Vehicle, or Fire and Allied Lines.

Plan Info

Catastrophe Response Plan Year: *	Plan Type:	File Date:
2022 ▾	Supplemental	12/16/2022

How you made any changes to your previously submitted plan? * Yes No

Do you write Homeowners, Vehicle, or Fire and Allied Lines? * Yes No



Catastrophe Response Plan Requirements Checklist

The **Catastrophe Response Plan Requirements Checklist** section is only required if you have made any changes to your previously submitted plan and selected **Yes** in the **Plan Info** section. Skip to the [next section](#) if this does not apply to you.

The **Catastrophe Response Plan Requirements Checklist** section contains a list of all information that must be included in your response plan. All fields are required. For each item in the checklist, enter the page number on which the information appears in your response plan.

Catastrophe Response Plan Requirements Checklist		List Page Numbers
1. Emergency contact information of key or essential personnel. *		1 <input type="text"/>
2. Alternative office locations or work sites likely to be used in the event of a catastrophe. *		2 <input type="text"/>
3. Procedures to address the following:		
A. The backup, storage, retrieval, and security of records and data used to adjust claims. *		3 <input type="text"/>
B. The handling and processing of claims, whether prior to or subsequent to the catastrophe. *		4 <input type="text"/>
C. Relevant training of staff. *		5 <input type="text"/>
D. Communication with agents, policyholders, and subscribers, in the event of mail delivery or other communication system disruption. Such communication shall address, at minimum, the process for filing a claim and the method whereby an agent, policyholder, or subscriber can obtain information concerning a claim. *		6 <input type="text"/>
E. The distribution of catastrophe claims information to policyholders or subscribers. *		7 <input type="text"/>
4. Considering the scale of the catastrophe and the number of policies issued in the affected area, the methodology for determining the following:		
A. The approximate number of field adjusters, desk adjusters, and other administrative personnel necessary to respond to the catastrophe. *		8 <input type="text"/>
B. The process through which the insurer will provide claims and administrative personnel to service policyholder and subscriber needs in a timely manner. *		9 <input type="text"/>
C. The process through which the insurer will provide logistical support for claims and administrative personnel in the area affected by the catastrophe. *		10 <input type="text"/>

Attach Catastrophe Response Plan

The **Attach Catastrophe Response Plan** section is only required if you have made any changes to your previously submitted plan and selected *Yes* in the **Plan Info** section. Skip to the [next section](#) if this does not apply to you.

In the **Attach Catastrophe Response Plan** section, you must upload a PDF file of your catastrophe response plan. Click the *Select File* button.

Attach Catastrophe Response Plan

Document Type: Catastrophe Response Plan *

Select File... Drop files here to upload

Locate the file on your device and select it. The file will appear in the grid.

Attach Catastrophe Response Plan

Document Type: Catastrophe Response Plan *

Select File... Done

test.pdf
File(s) uploaded successfully.

Submit Catastrophe Response Plan

The form is ready to be submitted once you have completed all required fields. To submit your Supplemental Plan, click the *Submit* button.

Louisiana Department of Insurance Catastrophe Response Plan

Plan Info

Catastrophe Response Plan Year: * Plan Type: Supplemental File Date: 12/16/2022

How you made any changes to your previously submitted plan? * Yes No

Do you write Homeowners, Vehicle, or Fire and Allied Lines? * Yes No

Return

View Catastrophe Response Plan

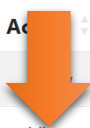
Your Supplemental Plan will now appear in the grid on the **Notice of Insurance Company Catastrophe Plan** page. To view your Supplemental Plan in read-only mode, click the *View* button in the grid.

Notice of Insurance Company Catastrophe Plan

+ Add New

Show 10 entries

Search:

Action	Plan Year	Date Submitted	Filing Type
	2022	12/16/2022	Initial
 View	2022	12/16/2022	Supplemental

Showing 1 to 2 of 2 entries

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Note: If you identify any issues with your Supplemental Plan submission, you can submit another Supplemental Plan to correct them.