

California Training Requirements For Private Investigators

The question arises everyday:

“Are Private Investigators working on Insurance Investigations
REQUIRED to receive California Insurance Training?”

According to the California Insurance Fair Claims Settlement Practices Regulations -YES

CALIFORNIA CODE OF REGULATIONS, TITLE 10 CHAPTER 5 SUBCHAPTER 7.5 FAIR CLAIMS SETTLEMENT PRACTICES REGULATIONS

§ 2695.6. Training and Certification.

(a) Every insurer shall adopt and communicate to all its claims agents written standards for the prompt investigation and processing of claims, and shall do so within ninety (90) days after the effective date of these regulations or any revisions thereto.

(b) All licensees shall provide thorough and adequate training regarding the regulations to all their claims agents. Licensees shall certify that their claims agents have been trained regarding these regulations and any revisions thereto. However, licensees need not provide such training or certification to duly licensed attorneys.

2695.2 Definitions

(d) "Claims agent" means any person employed or authorized by an insurer, to conduct an investigation of a claim on behalf of an insurer or a person who is licensed by the Commissioner to conduct investigations of claims on behalf of an insurer.

(k) "Investigation" means all activities of an insurer or its claims agent related to the determination of coverage, liabilities, or nature and extent of loss or damage for which benefits are afforded by an insurance policy, obligations or duties under a bond, and other obligations or duties arising from an insurance policy or bond.

According to the California State Insurance Special Investigative Unit Regulations - YES

CALIFORNIA CODE OF REGULATIONS, TITLE 10 CHAPTER 5 SUBCHAPTER 9 INSURANCE FRAUD ARTICLE 2 SPECIAL INVESTIGATIVE UNIT REGULATIONS

Section 2698.39 Anti-Fraud Training

Requirements for training provided by and for the SIU shall include: (a) The insurer shall establish and maintain an ongoing anti-fraud training program, planned and conducted to develop and improve the antifraud awareness skills of the integral anti-fraud personnel

Section 2698.30

(c) "Claims handler" means every employee and agent of an insurer whose principal responsibilities include the investigation, adjustment, settlement and resolution of claims.

(k) "Integral anti-fraud personnel" includes insurer personnel who the insurer has not identified as being directly assigned to its SIU but whose duties may include the processing, investigating, or litigation pertaining to payment or denial of a claim or application for adjudication or claim or application for insurance.. These personnel may include claims handlers, underwriters, policy handlers, call center staff within the claims or policy function, legal staff, and other insurer employee classifications that perform similar duties.