**Guidelines:**

* Insurers must acknowledge receipt of a claim notification within 10 working days, unless payment is made within that timeframe.
* They must also provide claimants with necessary forms, instructions, and assistance to comply with policy conditions, also within 10 working days.
* Insurers must begin investigating claims (other than auto physical damage) within 10 working days of receiving notification.
* The maximum payment period for first-party property claims (excluding PIP and auto physical damage) is 30 calendar days from the Insurer's receipt of properly executed proofs of loss, unless there is a clear justification for an extension or the law specifies otherwise.
* For third-party property damage claims, the maximum payment period is 45 calendar days from the Insurer's receipt of the claim notification.
* In the state of FL the property claims should be settled within 90 days of the reported date.
* In the state of NJ the property claims should be settled within 90 days of the reported date.
* If an insurer cannot settle a claim within the stipulated timeframe, they must provide the claimant with written notice by the end of that period, explaining the reasons for the delay.