

The Automobile Insurance Consumer Bill of Rights outlines essential rights and obligations for consumers regarding auto insurance. Consumers have the right to purchase insurance without discrimination based on gender, race, or ethnicity, and insurers must provide reasons for any denial of coverage, which may include not meeting acceptance criteria, being part of a membership company, or regulatory restrictions. Policyholders can cancel or change their insurance at any time, seeking refunds for unused premiums, but should ensure a new policy is in place to avoid coverage lapses that could lead to higher future rates. Insurers are required to inform consumers of coverage options and their implications on costs and benefits. Timely responses from agents and companies are mandated, with the application process potentially taking up to two weeks due to necessary verifications. Claims must be handled promptly and fairly, with written explanations provided for any denials. Policies may be canceled mid-term under specific conditions, such as fraud or non-payment, with a 15-day notice required. Consumers can appeal cancellations through the New Jersey Department of Banking and Insurance, although reinstatement is not guaranteed. Non-renewal of coverage can occur if the insured no longer meets acceptance criteria, with a written notice required at least 60 days before policy expiration. New Jersey law mandates that all registered vehicles must have insurance, and failure to maintain coverage can result in penalties, including higher future rates and potential license suspension. Policyholders must make timely payments, provide requested information, and act promptly upon receiving non-renewal notices to secure alternative coverage. A renewal payment mailed before the due date protects against loss of coverage, although late fees may apply if the payment arrives after the due date.