

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2025

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SENATE BILL 979

Short Title: Increase Insurance Rate Transparency. (Public)

Sponsors: Senator Murdock (Primary Sponsor).

Referred to: Rules and Operations of the Senate

May 4, 2026

A BILL TO BE ENTITLED

AN ACT MODIFYING THE CONSENT AND NOTIFICATION REQUIREMENTS FOR INSURANCE RATE DEVIATIONS, PROHIBITING THE USE OF CREDIT SCORING TO RATE NONCOMMERCIAL PRIVATE PASSENGER MOTOR VEHICLE AND RESIDENTIAL PROPERTY INSURANCE, DIRECTING THE DEPARTMENT OF INSURANCE TO STUDY THE GRADUAL REDUCTION OF CONSENT TO RATE DEVIATIONS BY INSURERS, DIRECTING THE DEPARTMENT OF INSURANCE TO CONDUCT A PUBLIC AWARENESS CAMPAIGN ON CONSENT TO RATE DEVIATIONS, AND APPROPRIATING FUNDS TO THE DEPARTMENT OF INSURANCE.

The General Assembly of North Carolina enacts:

SECTION 1. G.S. 58-36-30 reads as rewritten:

"§ 58-36-30. **Deviations.**

...

(b1) This subsection applies only to insurance against loss to residential property with not more than four housing units. A rate in excess of that promulgated by the Bureau may be charged by an insurer on any specific risk if the higher rate is charged in accordance with rules adopted by the Commissioner. ~~An insurer shall give notice to the insured that the rates used to calculate the premium for the policy are greater than those rates that are applicable in the State of North Carolina. by including the following language in the policy on page one of the declarations page or on a separate page before the declarations page, in at least 14 point type or in a font size larger than the remainder of the document whichever is larger, bolded, and all capitalized:~~

~~NOTICE: IN ACCORDANCE WITH G.S. 58-36-30(b1), THE PREMIUM BASED UPON THE APPROVED RATES IN NORTH CAROLINA FOR RESIDENTIAL PROPERTY INSURANCE COVERAGE APPLIED FOR WOULD BE \$ _____. OUR PREMIUM FOR THIS COVERAGE IS \$ _____.~~

~~The disclosure statement noted above in this subsection shall be included on any renewal of or endorsement to the policy when the rates charged exceed the approved manual rate. The insurer shall retain consent to rate information for each insured and make this information available to the Commissioner, upon request of the Commissioner. Commissioner and with the knowledge and consent of the insured.~~

At least 60 days prior to charging a higher rate an insurer shall notify the insured: (i) that the rates used to calculate the premium for the policy will be greater than those rates that are applicable in the State of North Carolina, (ii) what the premium based upon approved rates in



1 North Carolina for residential property would be, (iii) what the insurer's premium for this
2 coverage will be, (iv) of the specific justification for charging the greater rate, and (v) of any
3 actions the insured could take to mitigate the insurer's justification for charging a higher rate. The
4 notice and consent required by this subsection may be in electronic form and delivered by
5 electronic means.

6 Any data obtained by the Commissioner under this subsection is proprietary and confidential
7 and is not a public record under G.S. 132-1 or G.S. 58-2-100.

8 (b2) Notwithstanding subsection (b1) of this section, the Commissioner shall collect
9 annually from all insurers and publish on the Department's website no later than July 1 the
10 following data aggregated across all insurers for each geographical rate-making territory:

- 11 (1) The percentage of policies for which a consent to rate has been obtained. The
12 number of policies in effect, or other exposures insured. For the purposes of
13 this subsection, "policies in effect" shall mean the number of policies written
14 in the reporting year, and "other exposures," if any, shall mean any coverage
15 extended other than policies written, and shall be described in the report in
16 sufficient detail to identify the coverage provided.
- 17 (2) The average difference between the approved premium and the consented
18 premium. The number of applications for coverage.
- 19 (3) The number of applications for which coverage was not provided, classified
20 according to applications withdrawn, applications denied, and applications
21 still in process.
- 22 (4) The number of policies not renewed, classified according to nonrenewals
23 initiated by the insurer, and nonrenewals initiated by the policyholder, with
24 subclassifications to include the following reasons for nonrenewal:
 - 25 a. For nonrenewals initiated by the insurer: (i) lack of payment, (ii)
26 misrepresentation, (iii) property features, (iv) climate risk, (v)
27 reduction in service area, or (vi) other.
 - 28 b. For nonrenewals initiated by the policyholder: (i) cost, (ii) untimely
29 settlement of claims, (iii) unsatisfactory customer service, (iv)
30 identification of more suitable insurance options, (v) vacating
31 property, or (vi) other.
- 32 (5) The number of policies canceled or terminated.
- 33 (6) The number of claims filed.
- 34 (7) The number of claims approved, classified according to in whole, in part, and
35 number of days lapsed from claim filed to approval.
- 36 (8) The number of claims denied, classified according to in whole, in part, and
37 number of days lapsed from claim filed to denial.
- 38 (9) The dollar amounts of the losses incurred.
- 39 (10) The dollar amounts of the losses paid.
- 40 (11) The dollar amounts of the premium charged for coverage.
- 41 (12) Applicable rates for each form of property insurance and rating classification,
42 including rates by tier in multitier programs, and differentiating between
43 policies with varying types of benefits, including, but not limited to,
44 guaranteed replacement cost, standard or limited replacement cost, market
45 value or actual cash value, and differentiating among policies issued for
46 single-family homes, multifamily homes, condominium or cooperative units,
47 and business properties or farms.
- 48 (13) The deductible, classified as a percentage of the insured property's value.
- 49 (14) For covered insurance companies distributing through direct solicitation, the
50 number of direct mail or telephone solicitations.
- 51 (15) The number of agents appointed by the covered insurance company.

- 1 (16) The street addresses of all offices issuing or servicing policies.
2 (17) Languages spoken, other than English, with sufficient fluency to conduct
3 business in that language by personnel within each office.
4 (18) Whether the covered insurance company issues policies in a language other
5 than English and, if so, identifying the languages in which policies are issued
6 and the number of policies issued in each language.
7 (19) For each of the categories of information described in subdivisions (1) through
8 (13) of this subsection, further classifications and aggregated data according
9 to race, national origin, ethnicity, household income level, and gender of the
10 insureds or applicants according to categories and subcategories as defined by
11 the federal Office of Management and Budget's Statistical Policy Directive
12 No. 15 for race and ethnicity data, as well as classifications and aggregated
13 data by race, national origin, ethnicity, and income level characteristics of the
14 census tract in which the insured risk is located including whether the insured
15 risk is located in a disadvantaged community. Where an insurer applies any
16 other classification which affects the premium rate at which the policy is
17 issued, such as credit score or credit-based insurance score, the insurer shall
18 provide totals by race, national origin, ethnicity, household income level, and
19 gender for each such classification and applicable premium rate based on the
20 modifying classification. Notwithstanding any other provisions of this
21 subsection, data collected pursuant to subdivision (13) of this subsection will
22 not be reported as aggregated data but as individual record data as described
23 in subdivision (23) of this subsection.
24 (20) The information upon which an insurer, rate service organization, or group of
25 insurers filed with the Commissioner in support of the rates as required to be
26 filed with the Commissioner. An insurer or group of insurers which are
27 members or subscribers of a rate service organization which makes or files
28 rates on its behalf shall be responsible for filing of the information as part of
29 the report required by this subdivision.
30 (21) The total dollar amount of financing to fossil fuel businesses, including
31 investments and underwriting in terms of total gross premiums in dollars,
32 disaggregated by company and project in a format determined by the
33 Commissioner.
34 (22) The total dollar amount of financing for new fossil fuel projects, including
35 investments and underwriting in terms of total gross premiums in dollars,
36 disaggregated by company and project in a format determined by the
37 Commissioner.
38 (23) In addition to aggregate data required to be reported under this subsection,
39 each insurer shall file with the Commissioner, and make available to the
40 public, the individual record data collected pursuant to subdivisions (1)
41 through (13) of this subsection, as well as data related to modifying
42 classifications if relevant as described in subdivision (17) of this subsection,
43 from which the report summaries were tabulated. Such data shall be provided
44 in an online electronic database format prescribed by the Commissioner, and
45 the Commissioner shall make such database files available directly to the
46 public. The Commissioner shall require that all information which would
47 personally identify any individual applicant or policyholder be deleted. The
48 categories of data to be made available for each individual record shall include
49 all of the same categories of information collected pursuant to subdivisions
50 (1) through (13) of this subsection, as well as data related to modifying
51 classifications if relevant as described in subdivision (17) of this subsection.

1 contained in the aggregate report and shall be presented in accordance with
2 standardized classification codes to be established by the Commissioner.

3 The Commissioner shall designate the format and manner to collect the data to be published.

4 Any nonaggregated data obtained by the Commissioner, including data identifying individual
5 insurers or insureds, under this subsection is proprietary and confidential and is not a public
6 record under G.S. 132-1 or G.S. 58-2-100. This subsection applies only to insurance against loss
7 to residential real property with not more than four housing units.

8 "

9 **SECTION 2.** G.S. 58-36-90 reads as rewritten:

10 "**§ 58-36-90. ~~Prohibitions on using~~ Using credit scoring to rate noncommercial private**
11 **passenger motor vehicle and residential property insurance;**
12 **exceptions. ~~insurance prohibited.~~**

13 (a) Definitions. – As used in this section:

14 (1) "~~Adverse action~~" ~~has the same meaning as in section 1681a(k) of the federal~~
15 ~~Fair Credit Reporting Act and includes a denial or cancellation of, an increase~~
16 ~~in any charge for, or a reduction or other adverse or unfavorable change in the~~
17 ~~terms of coverage or amount of any insurance, existing or applied for, in~~
18 ~~connection with the underwriting of insurance.~~

19 (2) "Credit report" means any written, oral, or other communication of any
20 information by a consumer reporting agency that bears on a consumer's credit
21 worthiness, credit standing, or credit capacity. Credit report does not include
22 accident or traffic violation records as maintained by the North Carolina
23 Division of Motor Vehicles or any other law enforcement agency, a property
24 loss report or claims history that does not include information that bears on a
25 consumer's credit worthiness, credit standing, or credit capacity, or any report
26 containing information solely as to transactions or experiences between the
27 consumer and the person making the report.

28 (3) "Credit score" means a score that is derived by utilizing data from an
29 individual's credit report in an algorithm, computer program, model, or other
30 process that reduces the data to a number or rating.

31 (4) "~~Noncommercial private passenger motor vehicle~~" means a "~~private passenger~~
32 ~~motor vehicle,~~" as defined by G.S. 58-40-10, that is neither insured under a
33 commercial policy nor used for commercial purposes.

34 (5) "~~Private passenger motor vehicle~~" has the same meaning as set forth in
35 G.S. 58-40-10.

36 (6) "~~Residential property~~" means ~~real property with not more than four housing~~
37 ~~units located in this State, the contents thereof and valuable interest therein,~~
38 ~~and insurance coverage written in connection with the sale of that property. It~~
39 ~~also includes mobile homes, modular homes, townhomes, condominiums, and~~
40 ~~insurance on contents of apartments and rental property used for residential~~
41 ~~purposes.~~

42 (b) Prohibitions; Exceptions. – In the rating and underwriting of noncommercial private
43 passenger motor vehicle and residential property insurance coverage, insurers shall not use credit
44 scoring as ~~the sole a~~ basis for terminating an existing policy or any coverage in an existing policy
45 or subjecting a policy to consent to rate as specified in ~~G.S. 58-36-30(b) without consideration~~
46 ~~of any other risk factors, but insurers~~ G.S. 58-36-30. Insurers may use credit scoring as the sole
47 basis for discounting rates. For purposes of this subsection only, "existing policy" means a policy
48 that has been in effect for more than 60 days.

49 (c) Notification. — ~~If a credit report is used in conjunction with other criteria to take an~~
50 ~~adverse action, the insurer shall provide the applicant or policyholder with written notice of the~~

1 action taken, in a form approved by the Commissioner. The notification shall include, in easily
2 understandable language:

- 3 (1) The specific reason for the adverse action and, if the adverse action was based
4 upon a credit score, a description of the factors that were the primary influence
5 on the score.
- 6 (2) The name, address, and toll-free telephone number of the credit bureau that
7 provided the insurer with the credit-based information.
- 8 (3) The fact that the consumer has the right to obtain a free copy of the consumer's
9 credit report from the appropriate credit bureau.
- 10 (4) The fact that the consumer has the right to challenge information contained in
11 the consumer's credit report.

12 (d) ~~Disputed Credit Report Information.~~—If it is determined through the dispute
13 resolution process set forth in the federal Fair Credit Reporting Act, 15 U.S.C. § 1681i(a)(5), that
14 the credit information of a current insured was incorrect or incomplete and if the insurer receives
15 notice of such determination from either the consumer reporting agency or from the insured, the
16 insurer shall re-underwrite or re-rate the consumer within 30 days of receiving the notice. After
17 re-underwriting or re-rating the insured, the insurer shall make any adjustments necessary,
18 consistent with its underwriting guidelines. If an insurer determines the insured has overpaid
19 premium, the insurer shall refund to the insured the amount of overpayment calculated back to
20 the shorter of either the last 12 months of coverage or the actual policy period.

21 (e) ~~Indemnification.~~—An insurer shall indemnify, defend, and hold insurance producers
22 harmless from and against all liability, fees, and costs arising out of or relating to the actions,
23 errors, or omissions of an insurance producer who obtains or uses credit information or credit
24 scores for an insurer, provided the insurance producer follows the instructions or procedures
25 established by the insurer and complies with any applicable law or regulation. Nothing in this
26 subsection shall be construed to provide a consumer or other insured with a cause of action that
27 does not exist in the absence of this subsection.

28 (f) ~~Filing.~~—Insurers that use credit scores to underwrite and rate risks shall file their
29 scoring models, or other scoring processes, with the Department. A filing that includes credit
30 scoring may include loss experience justifying the applicable surcharge or credit. A filer may
31 request that its credit score data be considered a trade secret and may designate parts of its filings
32 accordingly."

33 **SECTION 3.** The Department of Insurance shall adopt rules to implement Sections
34 1 and 2 of this act.

35 **SECTION 4.(a)** The Department of Insurance (DOI) shall study the feasibility of
36 and methodology for gradually reducing the number of rate deviations authorized by
37 G.S. 58-36-30. The study shall develop a plan for reducing the percentage of households
38 consenting to rates in excess of that promulgated by the North Carolina Rate Bureau pursuant to
39 G.S. 58-36-30 to twenty percent (20%) of the statement insurance market or lower. The plan
40 shall (i) implement the reduction in usage of deviations pursuant to G.S. 58-36-30 by no later
41 than January 1, 2040, and (ii) include strategies for preserving access to insurance while gradually
42 reducing the usage of deviations pursuant to G.S. 58-36-30.

43 **SECTION 4.(b)** Beginning January 1, 2027, DOI shall conduct a public awareness
44 campaign on the usage of rate deviations pursuant to G.S. 58-36-30 by insurers. The campaign
45 shall include education and recommendations relating to risk reduction and home resilience for
46 insureds.

47 **SECTION 4.(c)** No later than October 1, 2027, DOI shall report specific proposals
48 for implementing the plan developed pursuant to subsection (a) of this section to the chairs of the
49 Joint Legislative Oversight Committee on General Government.

1 **SECTION 5.** There is appropriated from the General Fund to the Department of
2 Insurance the sum of fifty thousand dollars (\$50,000) in nonrecurring funds for the 2026-2027
3 fiscal year to conduct the study and public awareness campaign required by this act.

4 **SECTION 6.** Sections 1 and 2 of this act become effective October 1, 2027, and
5 apply to policies issued, amended, or renewed on or after that date. Section 5 of this act becomes
6 effective July 1, 2026. The remainder of this act is effective when it becomes law.