<table>
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<th>ACT TO BE PERFORMED</th>
<th>COMPLIANCE TIMEFRAME</th>
<th>REFERENCE</th>
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| Acknowledge receipt of notification of claim. If acknowledgment is not made in writing, notate and date acknowledgment in claim file. | Within 10 working days of receiving notification of claim unless payment is made during that period of time | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 6(A) |
| Furnish the insurance department with an adequate response to any inquiry respecting a claim | Within 15 working days of receipt of inquiry | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 6(B) |
| Reply to all other pertinent communications from a claimant which reasonably suggest that a response is expected | Within 10 working days | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 6(C) |
| Provide necessary claim forms, instructions, and reasonable assistance to first-party claimant | Promptly upon receiving notification of claim. If compliance is within 10 working days of notification of a claim, the acknowledgment requirement above is satisfied. | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 6(D) |
| Complete investigation of a claim | Within 30 days after notification of claim | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 7 |
| Advise first-party claimant of acceptance or denial of claim. Denial must be in writing and a copy of denial maintained in the claim file. | Within 15 working days after receipt of properly executed proofs of loss | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 7(A) |
| If more time is needed to determine whether a first-party claim should be accepted or denied, notify the first-party claimant giving the reasons more time is needed | Within 15 working days after receipt of the proofs of loss | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 7(C) |
| If investigation remains incomplete, send claimant a letter setting forth the reasons additional time is needed for investigation | 45 days from initial notification and every 45 days thereafter | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 7(C) |
| Give first-party claimant who is neither an attorney nor represented by an attorney written notice that the claimant’s rights may be affected by a statute of limitations or a policy or contract time limit | 30 days before the date on which the time limit may expire | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 8(E) |
| Give third-party claimant who is neither an attorney nor represented by an attorney written notice that the claimant’s rights may be affected by a statute of limitations or a policy or contract time limit | 60 days before the date on which the time limit may expire | Kan. Admin. Regs. § 40-1-34  
N.A.I.C. 902-1 § 8(E) |

*The link provided is to the entire Kansas Administrative Code for the Insurance Department. In order to find the specific regulation, you will need to scroll down.*