

# Consumer guide to Homeowner and Tenant Insurance



*1999*

**Oregon Insurance Division**

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# About the Oregon Insurance Division

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The mission of the Insurance Division is to protect the insurance-buying public by administering and enforcing the Insurance Code.

We ensure the financial soundness of insurers, the availability and affordability of insurance, and the fair treatment of consumers by doing the following:

- Advocating for consumer interests on insurance issues
- Resolving consumer complaints
- Investigating and penalizing violations of insurance law
- Reviewing insurance policies and premium rates for compliance
- Licensing insurance companies and agents
- Monitoring insurers for solvency and marketplace conduct
- Educating the public on insurance issues

## Call us for help!

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### ■ Consumer Protection Section — (503) 947-7984 or (888) 877-4894 (toll-free in Oregon)

If you have a question or a **complaint** against an insurance company or agent, call our Consumer Protection Section or visit our Web site.

### ■ Company Section — (503) 947-7982

To find out if a company is authorized to sell insurance in Oregon, call our Company Section or visit our Web site.

### ■ Agent Licensing Unit — (503) 947-7981

To find out if your insurance agent is licensed to do business in Oregon, call our Agent Licensing Unit or visit our Web site.

### ■ Senior Health Insurance Benefits Assistance (SHIBA) — (800) 722-4134 (toll-free in Oregon)

Call SHIBA for information about Medicare and other health insurance for senior citizens.

## Visit our Web site!

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The Oregon Insurance Division's Web site includes all of our publications, as well as other useful information for consumers. You can file a complaint on line against an insurance company or agent, check to see if an insurer is authorized to sell insurance in Oregon, and find out if your insurance agent is licensed to do business in Oregon. Our Web address:

[www.cbs.state.or.us/ins](http://www.cbs.state.or.us/ins)

# Introduction

Insurance protection for your home, personal belongings, and personal liability exposure is available through a homeowner or tenant policy. Coverage and costs vary greatly by company, so it's important to shop around when choosing an insurance company.

This guide can help lower the cost of your home insurance and increase the value you receive. It includes information about what kinds of coverage are available, how to shop for insurance, and tips to hold down your costs. It also allows you to compare rates for some of the major insurance companies doing business in Oregon.

This booklet is designed to be used as a guide to help you understand your insurance policy and make informed choices. It doesn't cover all situations. For specific information about coverages and rates, you'll need to review your policy declaration page, contact your individual agent, or contact your insurance company.

Comparison shopping takes a little more time, but it can save you money!

However, cost is just one factor to consider when choosing an insurance company. It's also important to look at the company's financial condition and how it treats its policyholders.

A company's financial information is available from the following organizations that rate insurance companies. Companies may charge a fee for these services.

- **A.M. Best Company**  
(908) 439-2200  
[www.ambest.com](http://www.ambest.com)
- **Duff & Phelps Credit Rating Company**  
(312) 368-3198  
[www.dcrco.com](http://www.dcrco.com)
- **Moody's Investor Services**  
(212) 553-0377  
[www.moodys.com](http://www.moodys.com)
- **Standard & Poor's Rating Information Services**  
(212) 208-1527  
[www.standardandpoors.com](http://www.standardandpoors.com)
- **Weiss Research, Inc.**  
(800) 289-9222 or (561) 627-3300  
[www.weissinc.com](http://www.weissinc.com)

One source of information about how companies treat their policyholders is the *Consumer Guide to Oregon Insurance Complaints*, which annually ranks insurers from best to worst based on the number of consumer complaints received by the Insurance Division. To request a copy, call (503) 947-7984 or (888) 877-4894 (toll-free in Oregon). The guide also is on our Web site: [www.cbs.state.or.us/ins](http://www.cbs.state.or.us/ins).

## How to be an informed consumer

The key to comparison shopping is deciding what coverage you need and then getting premium estimates (rate quotes) from a number of insurers. Make sure you're comparing similar policies when asking for rate quotes. Each policy should provide the same amount of coverage for your home, its personal contents, liability protection, and medical payment coverage. Differences in deductibles or policy endorsements can cause large variances in premiums. For example, if you want full replacement value protection on your house and personal items, make sure this coverage is included in all policies you consider.

### Obtaining coverage: underwriting

Underwriting standards are rules insurance companies use to decide whether to insure your property. A company may decline your application for coverage if your property does not meet its underwriting standards. Each company has its own underwriting requirements, but typical ones include:

- Type of construction (brick, frame, stucco, etc.)
- Exterior lighting or security systems
- Condition of your home
- Property upkeep and maintenance
- Home value
- Proximity to local fire department

# How to be an informed consumer

Insurance companies will review the number and size of claims that you've filed. The average family experiences a loss once every nine years. You may experience problems obtaining homeowner insurance if you have more claims than the average family.

Consumer credit reports are also requested by an insurance company when writing policies. Insurance companies use credit information as an indicator of the frequency and severity of future claims.

Companies must use credit information in a way that is not unfairly discriminatory. If an insurer rejects your insurance application based on information contained in your credit report, you have the right to review the report directly from the credit reporting agency. Your insurance company will provide you with the credit agency's name, address, and telephone number.

The Federal Trade Commission protects consumers' rights under the Fair Credit Reporting Act (FCRA). For additional information about your rights or to file a formal complaint, contact:

**Bureau of Consumer Protection**  
**Fair Credit Reporting Act**  
Washington, D.C. 20580  
(202) 326-3761

## Your rights against unfair discrimination

An insurance company cannot deny, refuse to renew, limit, or charge more for coverage because of your race, color, religion, or national origin. A company also cannot deny, refuse to renew, limit, or charge more for coverage because of your age, gender, marital status, disability, or partial disability unless the refusal, limitation, or higher rate is based on sound underwriting or actuarial principles.

In addition, a company cannot unfairly discriminate between individuals of the same (rate) class and essentially the same hazard (risk) in its rates, policy terms, benefits, or in any other manner unless the refusal, limitation or higher rate is based on sound actuarial principles.

## What to do if you can't obtain coverage

You may qualify for limited coverage under the Oregon Fair Access to Insurance Requirements (FAIR) Plan if you have difficulty obtaining tradi-

tional insurance protection for your home. The FAIR Plan provides limited coverage and does not provide liability protection. Additional information can be obtained from your insurance agent or:

**Oregon FAIR Plan Association**  
8285 SW Nimbus Avenue, Suite 104  
Beaverton, OR 97008  
(503) 643-5448

## Saving money

Many companies offer discounts if you insure your automobile and home with the same company. Another way to save is to install security devices in your home. A higher deductible also will help reduce your premium.

## Price comparison illustrations

Homeowner insurance costs vary widely among companies doing business in Oregon. The price comparison illustrations on pages 11-16 show why it's important to shop around for homeowner insurance.

We surveyed 24 companies that sell homeowner insurance in Oregon. We asked these large companies (more than \$1 million in premium in Oregon in 1998) to quote annual premiums for a homeowner policy and a renter policy in four cities.

Premiums are quoted as of Oct. 1, 1999, and are subject to change without notice. The coverage limits are for illustration purposes and are not recommended levels of coverage.

A Homeowner Special Form (HO-3) policy was used for the homeowner illustration because 85 percent of homeowners select this coverage. The quote is for a 1997 frame house with gas heat, no fireplace, and a composite shingle roof. Replacement value: \$200,000 for a dwelling with no out-buildings. Full replacement value for the contents: \$140,000. Medical expenses: \$1,000. Liability protection: \$100,000.

Illustrations show the additional cost for earthquake protection. Insurance for homes located in remote areas without a fire hydrant or manned fire department will cost more due to the fire risk. Some insurance companies do not offer protection for homes in these areas. Illustrations show which companies offer policies in an unprotected area outside of Pendleton and the cost for coverage.

# Who needs home insurance?

- Owners** — To protect both your house and personal property.
- Tenants** — To protect your furniture and other personal property.
- Everyone** — To protect against liability for injuries you cause to other people or damage to their property on or off the premises.

## Homeowner basic coverages

There are personal insurance policies designed to protect homeowners, condominium owners, and renters. Insurance coverage is determined by named perils or exclusions in a policy. Perils are events that cause damage to property. Examples include fire, rain, wind, vandalism, and falling objects.

**A named-peril policy** provides insurance coverage against damages as a result of a specifically named peril and typically applies to personal property.

**An all-physical-loss-basis policy** provides protection for property that is damaged from any and all perils except specifically excluded perils and typically applies to real property.

## What is covered

Homeowner policies are sold as a package. In your policy, Part 1 provides protection for your real and personal property, while Part 2 provides personal liability protection.

## Property protection

The property protection portion of your policy is in sections. These coverage sections identify the different benefit limits associated with your property.

**Coverage A:** Covers your house, attached structures, fixtures in the house such as built-in appliances, plumbing, heating and permanently installed air-conditioning systems, as well as electrical wiring.

**Coverage B:** Covers other structures, including detached structures such as garages, storage sheds, and fixtures attached to the land, including fences, driveways, sidewalks, patios, retaining walls, etc. Detached structures used for business purposes aren't covered under a personal homeowner policy.

**Coverage C:** Covers personal property, including the contents of your home and other personal items owned by you or family members who live with you. This protection can be based on actual cash value or replacement cost. Home insurance policies may provide limited coverage for small boats; however, most home insurance policies don't cover motorized vehicles unless they are unlicensed and used only at your home. Some items may have specific coverage limits. These may include firearms, artwork, business property, electronic data, jewelry, and money. Extra coverage is usually available by adding endorsements to your policy.

**Coverage D:** Covers living expenses over and above your normal living expenses if you cannot live in your home while repairs are being made, or if you are denied access by government order.

**Additional property coverages:** Homeowner policies may provide limited coverage for debris removal, damaged trees, shrubs, other plants and lawns, fire department service charges, property removal, theft or illegal use of credit or transfer cards, collapse of buildings caused by certain perils, and glass breakage if caused by a covered peril. Coverage for these items is controlled by individual policy limitations.

**Policy example:** A typical policy starts with the dwelling value and has the following ratios among coverages:

A	..... Dwelling .....	\$100,000
B	..... Other structures .....	\$10,000 (usually 10% of dwelling amount)
C	..... Personal property* .....	\$70,000
D	..... Additional living expense .....	\$20,000 (usually 20 % of dwelling amount)

\* Personal property is usually covered at 70 percent of the dwelling amount for replacement cost policies and 50 percent of the dwelling amount for actual cash value policies.

# Who needs home insurance?

## Liability protection

- **Personal liability:** Your policy provides personal liability coverage against a claim or lawsuit resulting from bodily injury or property damage to others caused by an accident on your property or as a result of your personal activities anywhere. This coverage does not provide protection for auto and business-related incidents. The standard policy is usually written to pay up to \$100,000 per claim. This coverage protects you and all family members who live with you.
- **Personal umbrella policy:** A separate personal umbrella policy can be purchased to provide extra liability protection if you are sued. An umbrella policy benefit will start paying when other policy liability limits are exhausted. For example, a friend is seriously injured while jumping on a trampoline in your back yard. The friend sues for damages. The amount of damage exceeds the homeowner liability limits. A personal umbrella policy would provide additional protection.

## Medical expenses for others

Your policy includes coverage to pay medical expenses for persons accidentally injured on your property regardless of fault. Medical expense payments do not apply to your injuries or those of family members living with you or to activities involving your at-home business. The standard policy is usually written to provide medical expense payments of \$1,000 per person.

## Insuring to value

It's important to have enough insurance to cover the value of your home and belongings. You usually can purchase endorsements or add-on benefits to provide extra protection in areas that have limited coverage. Additional protection as outlined below can usually be added to a policy for an extra premium. Consult your agent or insurance company to find out if these options are available.

- **Guaranteed replacement cost coverage** provides an extra cushion of protection that will pay the cost to rebuild your home as long as you have met the requirements of your insurance policy.

- **Inflation guard endorsement** increases the amount of your homeowner insurance to keep up with inflation so that you can maintain adequate coverage to replace your home in the event of a loss. It is not available from all companies.
- **Scheduled personal property endorsement** itemizes articles such as jewelry, furs, stamps, coins, guns, computers, antiques, and other items that may exceed normal policy limits in your regular homeowner policy. It often provides coverage that is broader than the coverage in the home insurance policy. There normally isn't a deductible for this coverage. Increased limits on money and securities provide additional coverage for money, bank notes, securities, deeds, etc.
- **Secondary residence premises endorsement** provides protection for a second home, such as a summer residence.
- **Watercraft endorsement** extends personal liability and medical payments coverage to sailboats and power boats. Consult your agent or insurance company about personal watercraft to see if a separate policy is recommended to provide adequate coverage.
- **Theft coverage protection endorsement** broadens the theft coverage to include personal contents in your motor vehicle, trailer or watercraft to be covered without proof of forcible entry.
- **Credit card forgery and depositor's forgery coverage endorsement** provides protection against loss, theft or unauthorized use of credit cards. It also covers forgery of any check, draft, promissory note, etc. No deductible applies to this endorsement. Consult your agent or insurance company regarding any exceptions that may apply.

### *Consumer tip*

Make an inventory of all your personal belongings. Include the year each item was purchased, its cost, and a receipt. Also, take photographs or video of your possessions. Make a photocopy of the inventory and keep the original in a safe place outside your home.

A sample inventory form is on pages 18-23 of this booklet.

# Who needs home insurance?

## Policy exclusions: items not covered

Most policies do not cover loss to animals, birds, or fish; motor vehicles including equipment and accessories; aircraft and parts; floodwater damage; mudslides; water damage from sewer backup; damage resulting from war, nuclear hazard, neglect, earthquakes, power failures, or damage due to seepage, dry rot, or vermin (animal pests). Consult your agent or insurance company, and/or review your policy for a complete listing of exclusions.



## Obtaining protection for certain perils

You can obtain additional protection for the following types of situations that are not covered under most homeowner policies:

- **Flood insurance** is a separate policy that can be purchased through the National Flood Insurance Program at 1-800-638-6620. A lender will require flood insurance if your home is located on a flood plain. Your agent or insurance company can assist you with completing an application.
- **Earthquake insurance** is available through most insurance companies at an additional cost, usually as an endorsement to a homeowner policy.
- **Mudslides** are typically not covered on homeowner policies. Check with your agent or insurance company to see if your homeowner policy includes this protection.

## Renter insurance

You can purchase a renter or tenant insurance policy to protect your personal belongings. This policy also will provide personal liability protection the same as a homeowner policy. A price comparison illustration for a renter policy is on page 16.

## Condominium insurance

A condominium association should purchase a policy that covers the building, including common walls and grounds, as well as liability protection associated with common grounds. You have the right to examine the association's policy.

You may purchase a Unit Owners Form policy to protect your personal belongings, including the interior walls, floor, and ceiling coverings of the condominium, and any accessories not originally installed in the unit. It also provides personal liability protection.



# How to file a claim

Contact your insurance agent or company immediately when you have a loss. You will be asked to sign a sworn statement called a “proof of loss.” Your insurance company will provide a standardized form to use. You will be asked to provide a list of household items you have lost and their actual cash value. If you have replacement-cost insurance on your home and personal belongings, you will estimate the cost to make repairs with new materials or replace items with similar products within 90 days from the date the proof of loss was filed. It’s important to demonstrate that you did everything possible to prevent additional damage to your house and property.

The insurance company will reimburse you on an actual-cash-value basis unless you provide evidence that the items have been replaced. Receipts are the best source of evidence. Photographs and videotape recordings can be instrumental in proving the ownership of products and replacement value. The insurance company will use your proof of loss statement to determine the value of your claim. It’s important to list all items on this statement, including small items such as kitchen utensils and clothing accessories. Keep a copy of all documents for your records.

## Evaluating the damage

An insurance adjuster will review damage to your property and prepare an “estimate of loss” to repair or replace your home and personal items. The

amount of money the insurance company offers will be based on this estimate, which should include any repairs necessary to restore your home for structural soundness, environmental safety and cosmetic quality. It should also include an analysis of mold, mildew, spore problems, and wall structure damage due to water.

If you disagree with the insurance company adjuster’s estimate, you have the right to obtain an independent appraisal of the damage at your own expense. It’s in your best interest to hire a reputable, licensed contractor after conducting an interview, checking references, consulting with prior clients, and contacting the Better Business Bureau at (503) 226-3981, and the Oregon Construction Contractors Board at (503) 365-7484.

## Negotiating a final settlement

The insurance contract contains an appraisal clause that either party can initiate if it disagrees about the damages. In this situation, appraisers for the two sides select an impartial umpire. If the appraisers can’t agree on an umpire within 15 days, either party may ask a judge of a court of record to select an umpire.

The umpire’s fees and appraisal costs are required to be paid equally by both parties. Each party is responsible for its independent appraisal and legal fees. The appraisal process only applies to disagreements over the value of a loss. It is not used to settle disputes regarding coverage or cause of a loss.

# How to be a good insurance risk

Insurance companies evaluate the risks associated with each homeowner to determine if you are a “good risk” or if your policy should be canceled or not renewed. Some of the areas insurance companies review include:

**Condition of your home:** Have you maintained your home? Do you exhibit pride in ownership?

**Claims:** Have you had more claims than the average homeowner, who files a claim every nine years?

**Credit history:** Do you have bad credit? Have you filed for bankruptcy? Do you need extra income?

If you don’t pay your premiums, an insurance company can cancel your personal homeowner policy by giving 10 days’ written notice. The company is required to give you 30 days’ written notice if it is canceling your policy for any other reason.

### *Consumer tip*

By increasing your deductible, you can save money on premiums and avoid filing unnecessary claims.

# A safety net for homeowners

Most states, including Oregon, have a safety net to protect consumers from financial loss if an insurance company becomes insolvent and is unable to pay claims. Oregon's safety net is called the Oregon Insurance Guaranty Association. The association was established by state law and is generally composed of licensed insurance companies doing

business in the state. It pays covered claims of Oregon resident policyholders and other claimants up to \$300,000 if an Oregon-licensed insurance company becomes insolvent. Claims are paid according to terms of the original insurance policy and the association won't pay any claim the insurance company would not have paid.

## Frequently asked questions

**Q:** Why did my agent tell me one price for my insurance, but the company is charging me more?

**A:** If an agent tells you one price, but your bill is for a higher premium, it could be that a simple mistake was made in processing your application. Check to see if the amounts of insurance, deductible, scheduled items, and policy endorsements are the same on the policy and the quote. If you can't find a discrepancy, check with your agent or company to find out if the bill is correct. If the bill is higher than you expected, ask for an explanation. You will probably find there is an honest misunderstanding between you and your agent. These misunderstandings or "misquotes" can happen when the agent does not have accurate information about your property or about what kind of coverage you want.

**Q:** What is the difference between the "replacement cost" and the "actual cash value" of my property?

**A:** Most agents write homeowner policies on a replacement-cost basis. This coverage pays to replace your home and belongings with materials of "like kind and quality" at current prices. Actual-cash-value policies reimburse the depreciated value. A replacement-cost policy will usually cost a little more.

**Q:** Why didn't the insurance company pay the appraised value of my loss?

**A:** The appraised value of your property is the value when the appraisal was made. Your property may have lost value since your last appraisal as a result of poor maintenance or depreciation.

If your house or belongings are damaged, your insurance company must pay your property's actual cash value at the time of the loss or its replacement value if your policy provides replacement cost coverage.

**Q:** Why didn't my policy pay for damage caused by a flood?

**A:** Flood damage is not covered by most homeowner policies. A separate policy can be purchased through the National Flood Insurance Program.

**Q:** Why didn't my policy pay for seepage, dry rot, and vermin?

**A:** Generally, insurance policies exclude damage caused by seepage, dry rot, or vermin (animal pests). This is because these problems are usually the result of poor maintenance, not a "sudden and accidental" event.

# Frequently asked questions

**Q:** Why didn't my insurance pay to replace everything I lost?

**A:** Most homeowner policies have "dollar limits" on certain types of belongings. Generally these limits are on silverware, guns, jewelry, watches, furs, and computers. The limits usually cover losses of the average person. Talk to your agent or insurance company about increasing these limits to meet your individual needs.

**Q:** Why did the insurance company not renew my policy?

**A:** Insurance companies may cancel your policy if your property has deteriorated to a point that it no longer meets the company's underwriting standards. Insurance companies may also choose not to renew your policy if you have filed more claims than the average person. The average homeowner files a claim once every nine years.

**Q:** How can I become a better risk in the eyes of my insurance company?

**A:** You can do a number of things to qualify for insurance coverage at a lower premium:

- Install deadbolt locks on all exterior doors, fire and burglar alarm systems, and adequate outdoor lighting.
- Keep your property well maintained and remove garbage and other hazards that might increase the chance of fires, accidents, or burglaries.
- Don't keep a dog that has a history of biting.
- Repair crumbling sidewalks and dilapidated steps.
- Review your credit record and correct errors.
- Increase your deductible. It may prevent you from filing excessive claims and will lower your premium. Make sure you can pay the higher deductible if you have a loss.

**Q:** Where can I get more information or file a complaint?

**A:** The Oregon Insurance Division's Consumer Protection Section is available to help you with questions or concerns about your insurance policies. A complaint can also be filed for review. To talk with a compliance officer, call:

**(503) 947-7984 or (888) 877-4894 (toll-free in Oregon)**



# Glossary

**Actual cash value:** The depreciated amount it would take to repair or replace your home or personal property. For example, a couch that cost \$900 two years ago is now worth \$600. The actual cash value is \$600.

**Additional living expense:** A form of insurance that pays a homeowner the increase in living expenses needed to temporarily maintain a household elsewhere (e.g. motel or hotel) when damage by an insured peril has made the home unlivable.

**Adjuster:** A representative of an insurance company who determines the amount of a loss and how much the company will pay for it.

**Appraisal:** A survey of property made to determine its insurable value.

**Arbitration:** Referral to impartial but knowledgeable parties when the company and the claimant cannot agree on the value of a claim. The arbitrator's decision is binding on both parties.

**Debris removal:** Coverage for the cost of removing debris resulting from damage caused by an insured peril.

**Deductible:** Amount you agree to pay on each loss before your insurance company pays. Generally, the larger the deductible, the smaller your premium.

**Depreciation:** Decrease in the value of property over time due to wear and tear and to obsolescence.

**Dwelling:** An insured's home.

**Endorsement:** An addition or extension of coverage to an insurance policy.

**Exclusion:** Hazards, circumstances, or property not covered by an insurance policy.

**FAIR Plan:** A plan available in Oregon that allows property owners to obtain fire and extended coverage insurance protection through a government reinsurance program. This policy provides limited protection and no liability coverage.

**Inflation guard endorsement:** An endorsement to a homeowner policy that automatically increases the amount of insurance every three months.

**Insurance to value:** An amount of insurance at, or close to, the value of the property insured.

**Lapse:** When premium payments are in default, an insurance contract becomes void and is said to have "lapsed."

**Liability coverage:** This coverage pays for damages you cause to other people and their property.

**Named perils:** Specific events covered by a policy, such as fire, windstorm, and theft.

**Perils:** Events that cause damage to property, such as fire, windstorm, and theft.

**Personal property:** An insured's personal belongings, such as clothing, jewelry, and furniture.

**Proof of loss:** A formal statement made by a homeowner that identifies specific damages.

**Real property:** A dwelling or home is often referred to as real property.

**Replacement cost value:** The amount it would take to replace or rebuild your home or repair damages with materials of similar kind and quality. For example, a couch cost \$900 when purchased but a comparable one now costs \$1,200. A replacement cost value policy would pay you the \$1,200 if you provide a receipt showing you actually purchased the replacement couch.

**Scheduled items:** Articles such as jewelry, furs, stamps, coins, guns, computers, antiques, and other items that may exceed normal policy limits in your regular homeowner policy.

## *Price comparison survey*

The tables on the following pages allow you to compare prices (or rates) for the major home insurance companies doing business in Oregon. Participating companies are listed in alphabetical order.

**General description:** Homeowner (HO-3) policy for a 1997 frame house with gas heat, no fireplace, composite shingle roof. Within city limits. Replacement value: \$200,000 dwelling with no outbuildings. Full replacement value for contents: \$140,000. Medical expenses: \$1,000. Liability: \$100,000.

Insurance company	\$250 deductible	\$500 deductible	\$250 deductible with earthquake coverage
1. Allstate Insurance. Co.*	396	346	516
2. Amica Mutual Insurance Co.	416	380	496
3. CGU/North Pacific Insurance Co.	536	458	711
4. Country Mutual Insurance Co.	345	301	459
5. Farmers Ins. Co. of Oregon	348	305	501
6. Hartford Casualty Insurance Co.*	274	247	422
7. Liberty Mutual Fire Insurance Co.	376	325	522
8. Mutual of Enumclaw*	459	417	936
9. Nationwide Direct	408	364	566
10. Oregon Mutual Insurance Co.	476	419	591
11. Safeco Insurance Co.*	444	402	570
12. State Farm Fire & Casualty Co.*	not available	310	not available
13. Sublimity Insurance Co.	405	315	553
14. Unigard Indemnity Co.*	456	411	557
15. United Services Automobile Assoc.	370	333	554
16. USAA Casualty Insurance Co.	447	407	631
17. Valley Insurance*	450	360	589
18. West American Insurance Co.	448	428	554
19. Western Protectors Insurance Co.	450	398	565

## Notes:

- All figures are rounded.
- Premiums are for one year, as of Oct. 1, 1999, and are subject to change without notice.
- The rate comparisons in this booklet are designed to be used as a guide and don't cover all situations. For specific information about rates, contact individual agents or companies.

\* *Please see Endnotes, Page 17, for additional information.*

# Price comparisons Pendleton (protected territory)

**General description:** Homeowner (HO-3) policy for a 1997 frame house with gas heat, no fireplace, composite shingle roof. Within city limits. Replacement value: \$200,000 dwelling with no outbuildings. Full replacement value for contents: \$140,000. Medical expenses: \$1,000. Liability: \$100,000.

Insurance company	\$250 deductible	\$500 deductible	\$250 deductible with earthquake coverage
1. Allstate Insurance. Co.*	443	388	563
2. Amica Mutual Insurance Co.	416	380	496
3. CGU/North Pacific Insurance Co.	491	419	648
4. Country Mutual Insurance Co.	362	316	408
5. Farmers Ins. Co. of Oregon	431	376	597
6. Hartford Casualty Insurance Co.*	270	242	418
7. Liberty Mutual Fire Insurance Co.	367	317	421
8. Mutual of Enumclaw*	451	410	683
9. Nationwide Direct	397	354	455
10. Oregon Mutual Insurance Co.	444	391	534
11. Safeco Insurance Co.*	426	386	552
12. State Farm Fire & Casualty Co.*	not available	352	not available
13. Sublimity Insurance Co.	405	315	553
14. Unigard Indemnity Co.*	442	399	543
15. United Services Automobile Assoc.	393	354	577
16. USAA Casualty Insurance Co.	475	432	659
17. Valley Insurance*	424	334	544
18. West American Insurance Co.	514	491	620
19. Western Protectors Insurance Co.	422	373	512

## Notes:

- All figures are rounded.
- Premiums are for one year, as of Oct. 1, 1999, and are subject to change without notice.
- The rate comparisons in this booklet are designed to be used as a guide and don't cover all situations. For specific information about rates, contact individual agents or companies.

\* *Please see Endnotes, Page 17, for additional information.*

# Pendleton (unprotected territory) Price comparison

**General description:** Homeowner (HO-3) policy for a 1997 frame house with gas heat, no fireplace, composite shingle roof. Outside city limits. Replacement value: \$200,000 dwelling with no outbuildings. Full replacement value for contents: \$140,000. Medical expenses: \$1,000. Liability: \$100,000.

Insurance company	\$250 deductible	\$500 deductible	\$250 deductible with earthquake coverage
1. Allstate Insurance. Co.*	1,205	1,089	1,325
2. Amica Mutual Insurance Co.	830	758	910
3. CGU/North Pacific Insurance Co.	1,159	1,009	1,316
4. Country Mutual Insurance Co.	809	705	855
5. Farmers Ins. Co. of Oregon	1,081	940	1,344
6. Hartford Casualty Insurance Co.*	587	527	735
7. Liberty Mutual Fire Insurance Co.	776	671	830
8. Mutual of Enumclaw*	1,014	923	1,246
9. Nationwide Direct	850	758	908
10. Oregon Mutual Insurance Co.	1,119	1,019	1,209
11. Safeco Insurance Co.*	1,116	1,073	1,242
12. State Farm Fire & Casualty Co.*	not available	754	not available
13. Sublimity Insurance Co.	not available	not available	not available
14. Unigard Indemnity Co.*	1,204	1,084	1,305
15. United Services Automobile Assoc.	797	727	1,013
16. USAA Casualty Insurance Co.*	845	768	1,029
17. Valley Insurance*	1,085	995	1,205
18. West American Insurance Co.	1,167	1,114	1,273
19. Western Protectors Insurance Co.	not available	not available	not available

## Notes:

- All figures are rounded.
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- The rate comparisons in this booklet are designed to be used as a guide and don't cover all situations. For specific information about rates, contact individual agents or companies.

\* *Please see Endnotes, Page 17, for additional information.*

**General description:** Homeowner (HO-3) policy for a 1997 frame house with gas heat, no fireplace, composite shingle roof. Within city limits. Replacement value: \$200,000 dwelling with no outbuildings. Full replacement value for contents: \$140,000. Medical expenses: \$1,000. Liability: \$100,000.

Insurance company	\$250 deductible	\$500 deductible	\$250 deductible with earthquake coverage
1. Allstate Insurance. Co.*	423	370	543
2. Amica Mutual Insurance Co.	405	370	485
3. CGU/North Pacific Insurance Co.	571	487	737
4. Country Mutual Insurance Co.	421	367	535
5. Farmers Ins. Co. of Oregon	439	382	606
6. Hartford Casualty Insurance Co.*	299	269	447
7. Liberty Mutual Fire Insurance Co.	249	288	434
8. Mutual of Enumclaw*	521	474	856
9. Nationwide Direct	454	405	612
10. Oregon Mutual Insurance Co.	476	419	608
11. Safeco Insurance Co.*	491	448	617
12. State Farm Fire & Casualty Co.*	not available	364	not available
13. Sublimity Insurance Co.	405	315	553
14. Unigard Indemnity Co.*	450	406	551
15. United Services Automobile Assoc.	435	392	619
16. USAA Casualty Insurance Co.	524	477	708
17. Valley Insurance*	489	399	632
18. West American Insurance Co.	538	514	644
19. Western Protectors Insurance Co.	450	398	582

## Notes:

- All figures are rounded.
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- The rate comparisons in this booklet are designed to be used as a guide and don't cover all situations. For specific information about rates, contact individual agents or companies.

\* *Please see Endnotes, Page 17, for additional information.*



## General description:

Homeowner (HO-3) policy for a 1997 frame house with gas heat, no fireplace, composite shingle roof. Within city limits. Replacement value: \$200,000 dwelling with no outbuildings. Full replacement value for contents: \$140,000. Medical expenses: \$1,000. Liability: \$100,000.

Insurance company	\$250 deductible	\$500 deductible	\$250 deductible with earthquake coverage
1. Allstate Insurance. Co.*	314	275	434
2. Amica Mutual Insurance Co.	416	380	496
3. CGU/North Pacific Insurance Co.	491	419	657
4. Country Mutual Insurance Co.	337	294	451
5. Farmers Ins. Co. of Oregon	368	322	525
6. Hartford Casualty Insurance Co.*	269	241	417
7. Liberty Mutual Fire Insurance Co.	328	283	474
8. Mutual of Enumclaw*	436	396	771
9. Nationwide Direct	366	326	524
10. Oregon Mutual Insurance Co.	364	321	496
11. Safeco Insurance Co.*	420	381	546
12. State Farm Fire & Casualty Co.*	not available	355	not available
13. Sublimity Insurance Co.	405	315	553
14. Unigard Indemnity Co.*	383	346	484
15. United Services Automobile Assoc.	343	309	527
16. USAA Casualty Insurance Co.	394	358	577
17. Valley Insurance*	412	322	532
18. West American Insurance Co.	427	408	533
19. Western Protectors Insurance Co.	347	307	479

## Notes:

- All figures are rounded.
- Premiums are for one year, as of Oct. 1, 1999, and are subject to change without notice.
- The rate comparisons in this booklet are designed to be used as a guide and don't cover all situations. For specific information about rates, contact individual agents or companies.

\* *Please see Endnotes, Page 17, for additional information.*

**General description:** Tenant policy. Full replacement value for contents: \$100,000, \$250 deductible. Medical expenses: \$1,000. Liability: \$100,000.

Insurance company	Coos Bay	Pendleton	Portland	Salem
1. Allstate Insurance. Co.*	279	279	331	279
2. Amica Mutual Insurance Co.	447	447	447	447
3. CGU/North Pacific Insurance Co.	412	412	412	412
4. Country Mutual Insurance Co.	229	243	370	255
5. Farmers Ins. Co. of Oregon	246	226	302	241
6. Hartford Casualty Insurance Co.*	499	499	499	499
7. Liberty Mutual Fire Insurance Co.	279	284	284	284
8. Mutual of Enumclaw	552	552	552	552
9. Nationwide Direct	286	288	348	288
10. Oregon Mutual Insurance Co.	529	529	529	529
11. Safeco Insurance Co.	484	484	484	484
12. State Farm Fire & Casualty Co.*	not available	not available	not available	not available
13. Sublimity Insurance Co.	871	878	880	878
14. Unigard Indemnity Co.	443	443	499	443
15. United Services Automobile Assoc.	303	303	303	303
16. USAA Casualty Insurance Co.	373	373	373	373
17. Valley Insurance	380	380	485	433
18. West American Insurance Co.	729	729	1,031	729
19. Western Protectors Insurance Co.	not available	not available	not available	not available

## Notes:

- All figures are rounded.
- Premiums are for one year, as of Oct. 1, 1999, and are subject to change without notice.
- The rate comparisons in this booklet are designed to be used as a guide and don't cover all situations. For specific information about rates, contact individual agents or companies.

\* *Please see Endnotes, Page 17, for additional information.*

## The following companies provided additional information about their rate quotes.

### 1. Allstate Insurance Co.

- New home discount for a two-year-old home was applied.
- There is a 10 percent earthquake deductible.
- Tenant insurance: We assumed a building with 1-4 family units.

### 6. Hartford Casualty Insurance Co.

- All homeowner and tenant examples have been given account credit, smoke alarm credit, and dead bolt credit. In addition, the homeowner policy has a new home discount.

### 8. Mutual of Enumclaw

- Guaranteed replacement cost on the dwelling is included for homeowner quotes.
- Earthquake rates in Oregon are calculated according to ZIP codes.

### 11. Safeco Insurance Co.

- The homeowner policy is quoted in the quality plus market, with no restrictions on perils for personal contents, and no cap on benefits for home replacement guaranty and building ordinance and law provisions.

### 12. State Farm Fire & Casualty Co.

- Earthquake protection quotes carry an applicable 10 percent deductible.
- A \$250 deductible is not available for new business. The minimum deductible available for earthquake and tenant insurance policies is \$500.

- Homeowner policy includes 20 percent increased dwelling coverage, 75 percent contents coverage, 10 percent building ordinance or law coverage, and 24 months additional living expenses, in addition to the general description provided.

### 14. Unigard Indemnity Co.

- The deductible for earthquake protection is \$500.
- Discount credits include new home, dead bolt lock/fire extinguisher, smoke alarm, and package policy.
- Replacement cost contents automatically includes \$150,000 (75 percent of the dwelling) amount of insurance.

### 15. Valley Insurance Co.

- Earthquake protection carries a 15 percent deductible.

# Inventory

A written inventory that includes photographs or videotape of possessions is helpful in the event of a loss. The inventory should include original receipts for purchases as proof of losses when filing a claim. Make a photocopy of the inventory and keep the original in a safe place outside your home.

## Items of special value

Some items are covered under homeowner policies on a limited basis. Find out which items are limited on your insurance policy. Itemize these types of possessions and their value. Check whether they are covered under your policy limits or need to be scheduled separately.

Items usually limited	Value	Policy limit
Jewelry, furs		
Fine art		
Antiques, heirlooms		
Silverware		
China/crystal		
Hobby items, tools, special collections		
Firearms, sporting equipment		

## Other household items

Living room	Year purchased	Cost	Receipt attached?
Table			
Sofas			
Chairs			
Tables, stands			
Lamps			
Bookcase, shelves			
Draperies, rugs			
Television			
Stereo, VCR, etc.			
Decorations			
Woodstove, etc.			

# Inventory

Dining room	Year purchased	Cost	Receipt attached?
Table			
Chairs			
Lamps			
China hutch, etc.			
Sideboard			
Stands			
Rugs			
Draperies			
Linens			
Decorations			

Library/Den/Study	Year purchased	Cost	Receipt attached?
Desk			
Chairs			
Tables			
Rugs			
Draperies			
Cabinets			
Computers			
Office equipment			
Valuable books			
Decorations			

# Inventory

Bedrooms	Year purchased	Cost	Receipt attached?
Beds			
Dressers			
Tables			
Chairs			
Lamps			
Rugs			
Draperies			
Decorations			
Bedding			
Clothes			
Accessories			
Baby furniture			

Hallways	Year purchased	Cost	Receipt attached?
Rugs			
Stands			
Storage closets			
Decorations			
Lighting fixtures			

# Inventory

Kitchen/Pantry	Year purchased	Cost	Receipt attached?
Tables			
Chairs			
Stands			
Draperies			
Lighting fixtures			
Appliances:			
Oven/stove			
Microwave			
Food processor			
Dishwasher			
Washer/dryer			
Vacuum cleaner			
Freezer			
Cupboards/cabinets			
Dishware			
Kitchen tools, utensils			
Pots & pans			
Glassware, silverware			
Linens			
Misc. stored items			

Miscellaneous	Year purchased	Cost	Receipt attached?
Sewing machine			

# Inventory

Bathrooms	Year purchased	Cost	Receipt attached?
Fixtures			
Shower			
Tub			
Sink			
Commode			
Lighting			
Curtains			
Rugs			
Linens			
Appliances			
Accessories			
Baby furniture			

Porch/Patio/Deck	Year purchased	Cost	Receipt attached?
Outdoor furniture			
Lighting			
Barbecue			
Misc. stored items			



# Inventory

Shed/Garage	Year purchased	Cost	Receipt attached?
Furnace			
Water heater			
Water pump			
Tools			
Sporting equipment			
Building supplies			
Storm windows			
Screens			
Christmas items			
Misc. stored items			

# Insurance publications

The Oregon Insurance Division prints a variety of free publications to help consumers make informed decisions about insurance. To order a publication, call **(503) 947-7984** or **(888) 877-4894** (toll-free in Oregon). These publications also are available on our Web site:

**[www.cbs.state.or.us/ins](http://www.cbs.state.or.us/ins)**

- ***Oregon Consumer Guide to Medicare Supplement Insurance and Managed Care Organizations (MCOs)***

A comparison of all Oregon-approved Medicare supplement policies and Medicare MCOs.

- ***Your Medicare Health Plan Choices***

A discussion of the advantages and disadvantages of different types of Medicare managed care organizations.

- ***Free Help with Medicare and Other Health Insurance***

Explains where to get help with Medicare and related health insurance questions.

- ***Long-Term Care Insurance***

A discussion of long-term care insurance and benefits provided by Oregon law.

- ***Health Insurance Portability***

How to continue coverage if you lose your group-sponsored health insurance.

- ***Consumer Guide to Auto Insurance***

A comparison of auto insurance premiums for major insurers doing business in Oregon plus tips on how to save money on auto insurance.

- ***Guide to Homeowner and Tenant Insurance***

A comparison of homeowner and tenant premiums for major insurers doing business in Oregon plus tips on how to save money on insurance.

- ***Protecting the Insurance-Buying Public***

An overview of services available from the Insurance Division.



In compliance with the Americans with Disabilities Act (ADA), this publication is available in alternative formats. Call (503) 947-7980 or 947-7280 (TTY).

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