

**NORTH CAROLINA DEPARTMENT OF INSURANCE  
RALEIGH, NORTH CAROLINA  
OFFICE OF THE COMMISSIONER OF INSURANCE  
ORDER ACTIVATING DISASTER MEDIATION PROGRAM**

**AMENDED ORDER**

WHEREAS, Part 2 of Article 44 of Chapter 58 of the General Statutes of North Carolina provides for a nonadversarial alternative dispute resolution procedure for a facilitated claim resolution conference prompted by the critical need for effective, fair, and timely handling of insurance claims arising out of damages to residential property as the result of an event for which there is a disaster declared within 60 days of the event; and

WHEREAS, as a result of Hurricane Florence, the President of the United States has issued a major disaster declaration (DR-4393) for the incident period dated September 14, 2018 and continuing and for the following counties: Anson County, Beaufort County, Bladen County, Brunswick County, Carteret County, Chatham County, Columbus County, Craven County, Cumberland County, Duplin County, Durham County, Greene County, Guilford County, Harnett County, Hoke County, Hyde County, Johnston County, Jones County, Lee County, Lenoir County, Moore County, New Hanover County, Onslow County, Orange County, Pamlico County, Pender County, Pitt County, Richmond County, Robeson County, Sampson County, Scotland County, Union County, Wayne County, and Wilson County;

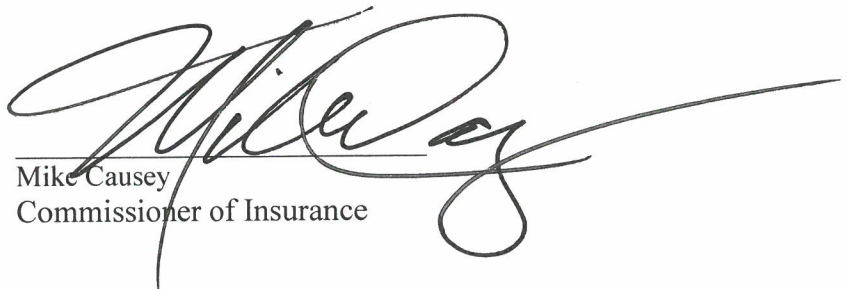
NOW THEREFORE, pursuant to the authority vested in me as Commissioner of Insurance by North Carolina General Statute § 58-44-70, IT IS ORDERED:

**SECTION 1.** The mediation procedure authorized by Part 2 of Article 44 of Chapter 58 of the General Statutes of North Carolina is hereby established.

**SECTION 2.** All insurance companies subject to Part 2 of Article 44 of Chapter 58 of the General Statutes of North Carolina shall use the attached Template for "Right to Mediate" Notice.

This 2<sup>nd</sup> day of November, 2018.



  
Mike Causey  
Commissioner of Insurance