

April 29, 2020

The Honorable John Turner  
Post Office Box 2910  
Austin, Texas 78768

The Honorable Terry Meza  
Post Office Box 2910  
Austin, Texas 78768

The Honorable Rafael Anchia  
Post Office Box 2910  
Austin, Texas 78768

The Honorable Morgan Meyer  
Post Office Box 2910  
Austin, Texas 78768

The Honorable Ana-Maria Ramos  
Post Office Box 2910  
Austin, Texas 78768

The Honorable Julie Johnson  
Post Office Box 2910  
Austin, Texas 78768

The Honorable Nathan Johnson  
Post Office Box 12068  
Austin, Texas 78711

Dear Members:

Thank you for your March letter about the October 2019 severe weather in Dallas and other North Texas communities. We are preparing the data call you requested to learn more about losses and insurance claims following the storms.

We expect to have results from the data call this fall. However, please be aware that the COVID-19 outbreak could affect the industry's ability to respond quickly. We will let you know if there are any changes to our plan or the timing.

Enclosed is data we routinely collect that provides insight into the number and cost of claims paid and pending from the storm. The Texas Insurance Checking Office provides monthly data to TDI on residential property, and the Insurance Services Office provides quarterly data on commercial property. We will continue to provide this data as it becomes available.

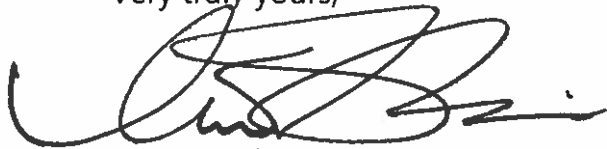
We also will continue to monitor complaints related to the North Texas storms. Any consumer who believes a claim was unfairly denied can file a complaint on the TDI website, [www.tdi.texas.gov](http://www.tdi.texas.gov).

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If you have questions, please contact Libby Elliott, Associate Commissioner for Agency Affairs. Her email is [Libby.Elliott@tdi.texas.gov](mailto:Libby.Elliott@tdi.texas.gov), and her phone number is 512-676-6605.

Very truly yours,

A handwritten signature in black ink, appearing to read "Kent C. Sullivan". The signature is fluid and cursive, with a large initial "K" and "S".

Kent C. Sullivan  
Commissioner of Insurance

cc: Chairman Eddie Lucio, III  
House Committee on Insurance

*Enclosure*