



FINANCIAL SERVICES COMMISSION

Advisory

Public Statement: Insurance Claims Arising from Hurricane Melissa

June 28, 2026

The Financial Services Commission ("FSC"/"Commission") understands the considerable disruption that Hurricane Melissa has caused for individuals, businesses and communities across Jamaica, including the concerns of policyholders and other stakeholders who are awaiting information or resolution in relation to their insurance claims arising from the event.

Specifically, the FSC is aware of reports and concerns regarding the responsiveness of insurers in relation to the processing and settlement of insurance claims arising from the hurricane. The Commission recognises that the scale of the event has generated a high volume of claims and placed substantial demands on insurers, loss adjusters, brokers and policyholders.

Notwithstanding, these circumstances do not diminish the obligation of insurers to handle claims fairly, transparently in a timely manner, in accordance with the applicable policy terms and conditions, and legislative and regulatory framework governing Jamaica's insurance industry. Consequently, policyholders must receive clear information about the status of their claims, any documentation or access required to support assessment, material developments affecting the processing of said claims, and the reasons for any delay or adjustments.

As part of its enhanced supervisory response to post Hurricane Melissa financial sector impacts, the FSC has:

- requested detailed Hurricane Melissa claims data from licensed general insurers;
- initiated enhanced supervisory engagement with the general insurance industry to assess claims management practices, service pressures and emerging issues requiring regulatory attention;
- strengthened its monitoring and handling of complaints relating to Hurricane Melissa insurance claims; and
- commenced a focused review of issues arising from the application of the 'average' clause in cases of underinsurance.

The FSC expects licensed general insurers and insurance brokers to maintain accessible and responsive claims-handling arrangements with policyholders.

Stakeholder Expectations

The FSC understands the increased operational demands for the insurance industry in the event of a catastrophe; the FSC continues to support and champion the need for insurers to balance operational challenges with the need to assess and settle valid claims without avoidable delays, in alignment with sound market conduct and consumer protection outcomes.

Insurance brokers also have an important role in supporting their clients. Therefore, they are expected to provide timely assistance to their clients to aid them in understanding the claims process and relevant policy conditions whilst facilitating clear communication with insurers.

Similarly, policyholders are also critical to the process in facilitating the efficient handling of their claims. Policyholders should report losses promptly, provide reasonably requested information, retain available photographs and records, allow reasonable access for assessment, and take reasonable steps to prevent further loss.

Further, when purchasing or renewing insurance coverage, policyholders should review their policy terms and conditions including limits, exclusions and insured values, and seek clarification from their insurer or broker whenever any aspect of their coverage is unclear. Keeping insured values current is particularly important following increases in property values or material changes to insured assets.

Supporting Positive Post Hurricane Melissa Outcomes

Policyholders who are concerned about a delay or dissatisfied with the handling of their claims should first raise the matter through the established complaints handling process of the insurers and/or brokers. Where the matter remains unresolved, policyholders may submit a complaint to the FSC via email complaints@fscjamaica.org, supported by relevant documentation. The FSC will consider the information received as part of its supervisory review and will take appropriate action where warranted.

Ongoing Regulatory/Supervisory Commitment

The FSC will consider lessons learned from the impact of Hurricane Melissa in the enhancement of the regulatory, supervisory, consumer protection and public education measures. The Commission remains committed to maintaining public confidence in Jamaica's insurance sector through effective regulation, supervision and meaningful stakeholder engagement. The FSC will continue to monitor developments closely and will provide further updates as its supervisory review progresses.

Financial Services Commission

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