



**NORTH CAROLINA DEPARTMENT OF INSURANCE  
RALEIGH, NORTH CAROLINA**

**OFFICE OF THE COMMISSIONER OF INSURANCE**

**ORDER ACTIVATING DISASTER MEDIATION PROGRAM**

**AMENDED ORDER – Counties Added**

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 Tropical Storm Helene, the President has issued a Disaster Declaration (FEMA-4827-DR) on September 30, 2024 for the incident period dated September 25, 2024 and continuing for: **Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Cabarrus, Caldwell, Catawba, Cherokee, Clay, Cleveland, Forsyth, Gaston, Graham, Haywood, Henderson, Iredell, Jackson, Lee, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Nash, Polk, Rowan, Rutherford, Stanly, Surry, Swain, Transylvania, Union, Watauga, Wilkes, Yadkin and Yancey counties** and to the **Eastern Band of the Cherokee Indians of North Carolina.**

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 28th day of October 2024.



Mike Causey  
Commissioner of Insurance